Gary White

1st line support

AREAS OF EXPERTISE

PC hardware, peripherals and Microsoft desktop OS

Broadband service

Managed firewall service

Back up systems

Microsoft Exchange and Active Directory

Outlook, Outlook Express

Internet services (mail, web, anti-spam)

PROFESSIONAL

MCSE

ECDL

PERSONAL SKILLS

Excellent telephone manner

Customer focused

Hard working

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly competent and enthusiastic 1st line support specialist with experience of providing advice and practical assistance to system users via the IT service desk telephone system and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st line support calls and an in depth knowledge of ITIL processes. Boasting a consistent & proven track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing performance.

Now looking for a suitable position with a ambitious & exciting company.

WORK EXPERIENCE

Technology Maintenance Company – Coventry
1ST LINE SUPPORT June 2008 - Present

Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service.

Duties:

- Providing 1st line technical support, answering support queries via phone & email.
- Remote administration and management of customer premises equipment.
- To log & prioritise system & user support calls for the second line support team.
- Carrying out user administration and set up.
- Recording and actioning faults as reported on: PC's, servers, laptops and mobile.
- Determining the nature of faults and the steps required to rectify it.
- Creating and maintaining email profiles for users.
- Closing the job when normal service is resumed.
- Writing progress and statistical reports for supervisors and managers.
- Using remote control software tools to provide fault resolution and diagnosis.
- Creating and administrating Microsoft Exchange email accounts.
- Document and maintain Help Desk policies and procedures.
- The update and maintenance of the IT service desk authorised users database.
- Train and supervise other support engineering staff.
- Track, monitor and report on all Help Desk incidents within defined customer service levels.

KEY SKILLS AND COMPETENCIES

- Proficiency in the troubleshooting and resolution of all client queries.
- Good problem solving skills along with the ability to maintain calm under pressure.
- Basic understanding of PC hardware set-up and configuration.
- A methodical and structured approach to problem solving.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Networking
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Account manager

AREAS OF EXPERTISE

Business development

Marketing campaigns

Supplier negotiation

Direct marketing

Sales administration

Account administration

Database marketing

Client retention

PROFESSIONAL

Certificate in Conflict Management
(City & Guilds)

PERSONAL SKILLS

Entrepreneurial

Hands-On

Pro-active

Resourceful

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly motivated, confident account manager with exceptional multi-tasking and organisational skills. Having extensive experience of identifying the needs of corporate customers and of running and delivering sales and marketing campaigns for key clients. Possessing a significant record of achievement in account management and able to quickly understand the mission, vision and values of an organisation.

Now looking for a new and challenging managerial or consultancy position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Corporate Financial Sales Company – Coventry
ACCOUNT MANAGER June 2008 - Present

Working in a fast-paced team oriented and entrepreneurial environment. Managing a client portfolio and having revenue and account management responsibility for key accounts.

Duties:

- Working closely with the Sales Director to prospect, pitch & close new business.
- Gaining a strong knowledge and understanding of a clients' brand and products.
- Organising weekly team meetings with staff, directors and senior managers.
- Involved in the day to day management of clients.
- Participation in team building and sales training events.
- Performance monitoring of account executives and account teams.
- Address client concerns and ensure the resolution of issues in a timely manner.
- Maintaining contact with clients - giving them regular updates.
- In charge of budgets and administration.
- Oversee existing campaigns to grow key accounts.
- Delivering ongoing market analysis and assessment of competitors.
- Retain accounts through the development of strong relationships with key decision makers.

KEY SKILLS AND COMPETENCIES

- Excellent account management skills.
- Strong presentation and negotiation skills.
- Contacting and communicating with high end decision makers.
- Ability to follow up with clients in a timely professional manner.
- Good knowledge of Customer Marketing Databases and how to use them.
- A successful track record in new business development within the SME sector.
- Ability to work long hours, often under pressure.

ACADEMIC QUALIFICATIONS

BA (Hons) Marketing with Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Accounts assistant

AREAS OF EXPERTISE

Debt Recovery

Quarterly VAT Returns

Prepayments and Accruals

Microsoft Suite

Profit & Loss

SAP Business One

Cash management

Balance Sheet and Cash flow statements

PROFESSIONAL

AAT qualified

ACCA

PERSONAL SKILLS

Tenacious work ethic

Ability to meet deadlines

Keen to learn

Positive attitude

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An adaptable, resourceful and enthusiastic accounts assistant who has extensive experience of having a wide level of general responsibility for monitoring and reconciling a companies accounts. A strong communicator with excellent inter-personal skills and knowledge of KPI reporting and assisting in the production of monthly management accounts. Contributing extensively to team work and always displays a willing and helpful manner when resolving, analysing and investigating various accounting discrepancies.

Now looking to further an already successful career by working in the finance department for an ambitious and expanding company.

WORK EXPERIENCE

Accountancy Firm – Coventry
ACCOUNTS ASSISTANT June 2008 - Present

Working as part of a team that is responsible for making sure that the flow of costs and revenues between the various projects, regions and people is accurately accounted for and managed.

Duties:

- Assisting the Accounts and Tax manager in a variety of business roles.
- Reconciling petty cash.
- Arranging IR35 checks on contracts and liaising with clients over results.
- Balance sheet reconciliations.
- Salary entry and reconciliation.
- General ledger entry including accruals and prepayments.
- Dealing with statutory returns.
- Assisting internal/external auditors with queries.
- Chasing outstanding customer accounts.
- Resolution of invoice queries including credits.
- Assisting with sales / purchase ledger duties, cash books and payroll.
- Communicating clearly and effectively with the accounts team.
- Monthly / quarterly management accounts preparation.
- Assisting in the preparation of year end accounts for clients.
- Registering clients for VAT and PAYE.

KEY SKILLS AND COMPETENCIES

- Extensive knowledge of excel spreadsheets.
- Knowledge and experience of SAP.
- Inputting invoices onto a sage 200 system.
- Excellent customer service & communication skills.
- Ability to handle large volumes of invoices.

ACADEMIC QUALIFICATIONS

BA (Hons) Accountancy
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Actor

AREAS OF EXPERTISE

Comedy roles

Narrating

Voice acting

Stage acting

Playwriting

Stage speech

PROFESSIONAL

Equity member

First Aid Certificate

Spanish speaker

PERSONAL SKILLS

Presentable

Patience

Articulate

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A artistic, highly trained and confident aspiring actor with an ability to make audiences believe he is the character being portrayed. Having the ability to work successfully as part of a team effort in cooperation with directors, designers, stage managers, fellow actors, camera operators, and a variety of backstage and production workers. Possessing a proven ability to learning lines and stage techniques quickly as well as being punctual and prepared when attending rehearsals and auditions.

Now looking for a new and challenging roles which will make best use of my existing acting skills and experiences and also further my personal and professional development.

WORK EXPERIENCE

Acting Agency – Coventry
ACTOR June 2008 - Present

Currently working for a regional talent agency and getting various small roles. Have had small minor parts in radio and television broadcasting, commercials, film, theatre and period dramas.

Duties:

- Doing voice-overs for advertisements.
- Researching roles thoroughly to understand the story and characters.
- Singing and dancing.
- Doing short video presentations.
- Working on television shows, small motion pictures and theatre shows.
- Performing in front of a live audience.
- Helping out with stage props & the setting up & dismantling of performance areas.
- Doing presentations in front of agents, talent spotters & casting directors.

KEY SKILLS AND COMPETENCIES

- Able to do foreign and regional accents.
- Can long hours and possessing self-discipline, patience, and determination.
- Able and willing to work as a extra.
- Physically fit and able to do strenuous activities and stunts.
- Experience of working in a professional theatre.
- Have own transport and willing to travel.
- Previously worked on cruise ships as an entertainer.
- Experience of teaching being a drama coach.
- Having a real love of acting and a passion to entertain.
- Able to learning lines quickly by rehearsing thoroughly.
- Mentally able to deal with rejection and negative reviews or feedback.

ACADEMIC QUALIFICATIONS

BA (Hons) Acting & Stage Combat
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Administrative assistant

AREAS OF EXPERTISE

Office management

Administrative support

Minute taking

Report writing

Presentations

Diary management

PROFESSIONAL

NVQ (Level 2) Customer Care

CLAIT qualification

ECDL

PERSONAL SKILLS

Time management

Proactive and assertive

Flexible & approachable

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly competent, motivated and enthusiastic administrative assistant with experience of working as part of a team in a busy office environment. Well organised and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems.

Currently looking for a suitable position with a reputable and ambitious company.

WORK EXPERIENCE

Car Sales Company – Coventry
ADMINISTRATIVE ASSISTANT June 2008 - Present

Working as part of a team and supporting the office manager. Responsible for the day-to-day tasks and administrative duties of the office including covering the reception area.

Duties:

- Meeting and greeting clients and visitors to the office.
- Typing documents and distributing memos.
- Supervising the work of office juniors and assigning work for them.
- Handling incoming / outgoing calls, correspondence and filing.
- Faxing, printing, photocopying, filing and scanning.
- Organising business travel, itineraries, and accommodation for managers.
- Monitoring inventory, office stock and ordering supplies as necessary.
- Updating & maintain the holiday, absence and training records of staff.
- Responsible for purchase orders.
- Raising of purchase orders and invoice tracking.
- Creating and modifying documents using Microsoft Office.
- Setting up and coordinating meetings and conferences.
- Involvement in social media implementation.
- Updating, processing and filing of all documents.

KEY SKILLS AND COMPETENCIES

- Strong organizational, administrative and analytical skills.
- Excellent spelling, proofreading and computer skills.
- Ability to maintain confidentiality.
- Excellent working knowledge of all Microsoft Office packages.
- Ability to produce consistently accurate work even whilst under pressure.
- Ability to multi task and manage conflicting demands.
- Ability to type at least 60+ wpm.

ACADEMIC QUALIFICATIONS

BSc (Hons) Business Administration
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Art director

AREAS OF EXPERTISE

Project management

Online & offline production

Photoshop

Creative Suite knowledge

Creative marketing concepts

Animations

Client facing

PROFESSIONAL

Diploma in Creative Techniques

PERSONAL SKILLS

Commercially focused

Innovative ideas

Strategic thinker

Organisational skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A results driven, self-motivated and resourceful arts director with an ability to successfully translate desired moods, messages, concepts, and underdeveloped ideas into imagery. Experience of working in and contributing to a creative environment alongside designers, copywriters, content strategists user experience specialists and interactive developers. Possessing an ability to see the big picture and continually develop new and inspiring approaches to a brief.

Currently looking for a new and challenging position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Advertising & Media Company – Coventry
ART DIRECTOR June 2008 - Present

Responsible for developing and executing creative concepts for leading-edge marketing and web solutions. Regularly liaising with the technology team to ensure the best creative solutions are realised, implemented and delivered.

Duties:

- Developing excellence through innovative & creative concepts across all media.
- Ability to work with other project managers and teams of creative designers.
- Develop and frame creative concepts according to creative brief requirements.
- Communicating design visions and rationale clearly to clients and design teams.
- Conceptualize, visualize and design user experiences.
- Managing and directing photo shoots on time and to budget.
- Involved in developing the clients culture and quality standards.
- Attending conferences, press releases, exhibitions and expos.
- Mentoring junior staff in project development and performance management.
- Organising, initiating and lead brainstorms sessions.

KEY SKILLS AND COMPETENCIES

- Experience in: POS, merchandising, press, outdoor, DM, brochures and digital.
- Excellent presentation and communication skills.
- Ability to prioritise and juggle multiple projects within tight deadlines.
- Capable of developing and communicating industry-leading creative concepts.
- Strong conceptual thinking-- both visual and interactive.
- Knowledge of design disciplines including layout, typography, imagery & colour.
- Knowledge of video and After Effects.
- Strong proof of concept, rapid prototyping, storyboarding & technical skills.
- Knowledge of industry standard design tools: Mac OS, Illustrator, Indesign, Fireworks etc.

ACADEMIC QUALIFICATIONS

BSc (Hons) Multimedia Technology and Design
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Assistant accountant

AREAS OF EXPERTISE

Monthly management accounts

Budgeting & forecasting

P&L analyses

Month end procedures

Variance reporting

Computer literacy

Margin analysis

Query resolution

Reporting& management accounting

PROFESSIONAL

CIMA

PERSONAL SKILLS

Numerate

Investigative

Pro-active problem solver

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident, multi-skilled & capable assistant accountant with excellent knowledge of finance & accounting procedures. Exceptional analytical & problem solving skills & able to provide financial information to all areas of the business whilst ensuring that all management information is accurate. Having a proven ability to drive out inefficiencies through process improvement as well as assist in the maintenance & development of financial systems and accounting procedures.

Now looking for a new & challenging accountancy position, one which will make best use of my existing skills and experience & also further my development.

WORK EXPERIENCE

Construction Company – Coventry
ASSISTANT ACCOUNTANT June 2008 - Present

Supporting the business by assisting to produce accurate financial and management accounting information on which financial decisions are based. Also involved in compiling financial reports and analyses, whilst working to strict deadlines.

Duties:

- Preparing sales invoices & the upkeep of an accurate accounts filing system.
- Preparation and input of month end journal vouchers.
- Inputting, matching, batching and coding of invoices.
- Debtor and Creditor reconciliations.
- Preparation of various reports for senior managers.
- Responsible for financial accounts including budgets and cash-flow.
- Supervising junior financial staff.
- Responsible for KPI analysis and evaluation of costs and margins.
- Conversant with PAYE and VAT reconciliations.
- Conducting regular business reviews of financial performance.
- Proactively identifying business improvement opportunities.
- Fixed Asset accounting, reconciliations and depreciation journals.
- Ensuring that information is accurately collated & entered into systems.
- Preparation of bi-weekly invoice and expense claim payment runs.
- Assist in the preparation of monthly balance sheet account reconciliations.
- Inputting of supplier invoices and employee expense claims to the ledgers.

KEY SKILLS AND COMPETENCIES

- Good all round Financial Accounting Knowledge.
- Knowledge of Accounts Payable & Receivable processes and procedures.
- Experience in using SAP and other similar accounting systems.
- Strong Excel skills.

ACADEMIC QUALIFICATIONS

BA (Hons) Accounting & Finance
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

ASSISTANT MANAGER

Trevor Cunningham
Dayjob Ltd 120 Vyse Street Birmingham B18 6NF T: +44 121 638 0026 W: www.dayjob.com

Career summary

A fully committed, capable and confident assistant manager who possesses the required vision, ability, drive and enthusiasm needed for successful retail management. A highly organised and consistent individual who can quickly comprehend complex managerial scenarios. Now seeking to harness over three years of practical managerial, retail and customer service experience in a suitable leadership role.

Key skills

PROFESSIONAL EXPERIENCE AND ABILITIES

- Updating work colleagues on business performance, new initiatives and related issues.
- Providing focus and direction to subordinates.
- Decision making and problem solving.
- Work scheduling that improves employee performance and reduces absenteeism.
- People management.
- Cost control, budget control and financial management.
- Motivating employees to do better.
- Accuracy and attention to detail.
- Ability to work as part of a team.
- Sales, marketing and merchandising.
- Effective administrative procedures.
- Ensuring high levels of customer satisfaction.
- Superb oral and written communication skills.
- Flexible, open to ideas and willing to learn.
- Extensive commercial awareness.
- Leadership skills.
- Communication, coordination and analysis skills.

Career history

ASSISTANT MANAGER – Fashion Retail Store
Jan 2010 – Present
Responsible for the tasks delegated by the store manager. In charge of the workplace and ensuring it's smooth running and operation in the absence of the manager. Providing support to the manager in the planning and executing of all complex activities and tasks. Doing this by highlighting the impact, risks and consequences of any managerial decisions and also coming up with possible alternatives and different perspectives to business problems. Creating a constructive environment and organizing brainstorming sessions where ideas can be generated from all involved stakeholders. Also responsible for building goodwill & loyalty from customers. Auditing the work environment to ensure compliance with Health & Safety standards.

ASSISTANT MANAGER – Department Store
Feb 2009 – Dec 2010
Next in line to the general manager and responsible for running the overall store operations. Fully accountable for increasing sales, ensuring efficiency and for maintaining the highest retail standards. Also involved in setting priorities and deciding on which important and urgent tasks need to be done immediately and which ones can wait. Making an agenda and planning to forestall any events rather than simply reacting to events. Ensuring that staff do not get bogged down in mundane and repetitive tasks and working to create a constructive and challenging environment for them so that they will not get bored. Defining the objectives for the business by strategically planning and setting achievable and realistic goals. Only doing this after assessing the companies resources, capital and people. When required rewarding and also disciplining the performance of employees.

TEAM LEADER – Electrical Appliance Retailer
Jul 2007 – Jan 2009
Being the registered key holder for the business, responsible for the premises security and for opening the building in the morning and closing it at night. In charge of handling all customer complaints diplomatically and ensuring they are resolved amicably. Also involved in serving customers, recruiting staff and promoting their continuous training and development. Striving to build strong marketing foundations by utilising specialist software & information technology for forward planning, data analysis and record keeping. Creating a constructive yet relaxed working environment where operational development & team efficiency is the number one priority. Having a hands on approach & leading by example. Possessing extensive knowledge of branded products, services & merchandise & working hard to ensure that service to customers is consistently high. Ensuring effective visual merchandising is applied throughout the store.

Education

NUNEATON UNIVERSITY 2004 - 2007
Business Management BA (Hons)

COLLEGE Coventry 2002 - 2004
A Levels; English (A) Physics (D) Geography (C)

SCHOOL Coventry 1997 - 2002
GCSE; Math (B)English (A) Physics (D) Geography (C)
Math (B)English (A) Physics (D) Geography (C)

References

Available on request.

Wendy Harris

Auditor CV

AREAS OF EXPERTISE

Internal auditor

Risk management

Internal controls

Accounting methods

Financial in-balances

Financial report writing

Analysing data

PROFESSIONAL

Registered IRCA lead auditor

Membership of IEMA

PERSONAL SKILLS

French speaker

Decision making

Numerical skills

Perseverance

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@emaladdress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A committed auditor with an ability to generate and implement effective auditing procedures and also to evaluate accounting systems for efficiency. Having a successful track record of checking a companies financial records, bookkeeping and accounting methods to identify efficiency improvements that maximise an assignments profitability.

Recently recommended and implemented financial changes for a external client that resulted in a 21% increase in their revenues. Currently looking for a position as an internal auditor with an ambitious company.

WORK EXPERIENCE

Financial Accounting Consultants – Coventry
INTERNAL AUDITOR June 2008 - Present

Assisting Audit Managers in the performance of complex audit assignments and investigations, often undertaking specific elements of the assignment with minimal supervision. Completing allocated work within required time and budgets and to required quality standard.

Duties:

- Planning and conducting professional management system audits.
- Generating ideas to maximise assignment profitability.
- Identifying areas of potential efficiency improvements.
- Involved in financial reporting, risk management, compliance & integrations.
- Compiling reports of audit results to senior managers.
- Daily contact with client staff and other parties.
- Assists in the training and coaching of junior members of staff.
- Promote controls and sound risk management.
- Draft audit reports for review by the lead auditor and senior managers.
- Identify any gaps in controls and make practical recommendations.
- Performing audit assignments in compliance with the Government Internal Audit Standards.

KEY SKILLS AND COMPETENCIES

- An excellent understanding of auditing techniques.
- Experience within an Internal or External audit environment.
- Able to motivate and lead others in a project team environment.
- Experience of the Asset Management, Banking and Insurance industries.
- A proactive approach and the ability to work autonomously and as part of a team.
- Analytical and methodical when approaching problems.
- A comprehensive knowledge of professional auditing and accounting standards and guidelines.

ACADEMIC QUALIFICATIONS

BSc (Hons) Accounting, Auditing and Finance
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Karen Bradley

Bank cashier

AREAS OF EXPERTISE

Handling cash

Electronic banking systems

Accounting software

Cashiering duties

Bank products& services

Bank Reconciliation

Selling financial products

PROFESSIONAL

RSA 11

Can speak French

First Aid qualified

PERSONAL SKILLS

Communication skills

Customer facing skills

Keyboard skills

PERSONAL DETAILS

Karen Bradley
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: karen.b@emailaddress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A competent Bank Cashier with a friendly personality and plenty of customer service experience, including the ability to communicate to customers clearly and politely. Organised and willing to accept responsibility in meeting deadlines promptly. Able to work autonomously and meet deadlines throughout the day (cheque runs etc) and have a proven ability to sell the Bank's products and meet weekly targets that are set by managers.

Karen is currently looking for a Bank Cashier position with a suitable and responsible bank or financial company.

WORK EXPERIENCE

Coventry First bank – Coventry
BANK CASHIER June 2008 - Present

Receiving & processing all incoming payments; Wire transfers, cheques (including foreign currency), bank drafts. Also handling all Cashier related enquiries from clients either in person, by phone, email or written correspondence.

***Duties**:*

- Offering excellent customer service to the Building societies members.
- Daily cash and cheque handling including foreign payments.
- Ensuring that the tills balance up at the end of the day.
- Arranging and generating appointments for the savings and mortgage advisors.
- Working effectively as part of a hardworking and customer driven team.
- Processing all incoming payments received by mail, fax and email.
- Handling all cashier related enquiries from customers.
- Process all inter company payments.
- Responsible for all VAT refunds on to clients accounts.
- Posting incoming payments and occasionally answering VAT export queries.

KEY SKILLS AND COMPETENCIES

- Excellent communication skills to build relations with customers face to face.
- Ability to organise and prioritise a busy diary.
- Good literacy and numeracy skills.
- Can handle large amounts of cash efficiently and accurately.
- Ability to review and resolve all unallocated payments.
- Flexible regarding your working hours.
- Practical experience of processing and controlling a cash book.
- Effective time management and be able to prioritise.
- Computer literate, able to use Word, Excel, Oracle, other Company financial support systems.

ACADEMIC QUALIFICATIONS

BSc Banking & Accounting
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Bar manager

AREAS OF EXPERTISE

Bar management

Stock management

Pricing strategies

Promoting sales

Client retention

Preparing budgets

Cocktail managing skills

Facilities management

Event planning

PROFESSIONAL

NVQ in Hospitality and Catering
(City & Guilds)

PERSONAL SKILLS

Sales driven

Charismatic

Smart & presentable

Entrepreneurial

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident, highly resourceful and reliable bar manager with an in depth understanding of the bar, restaurant and hospitality industry. Possessing the required communication skills and flair needed to attract customers, drive sales and develop a business. Flexible in the ability to adapt to challenges when they arise while remaining aware of professional roles and boundaries. Having an approachable, cheerful and friendly personality and a proven ability to ensure that a customers experience is always relaxing and enjoyable.

Now looking for a new & challenging managerial position, one which will make best use of my existing skills & experience and also further my personal development.

WORK EXPERIENCE

Fashionable Restaurant & Bar – Coventry
BAR MANAGER June 2008 - Present

Responsible for the smooth running of the Bar & its business performance. Maintaining high standards of spirits & wines, food, service, health and safety and helping to deliver best service to customers at all times.

Duties:

- Inspiring bar staff to deliver prompt, friendly and efficient service at all times.
- Providing day-to-day support to the Retail Area Managers.
- Daily Stock Control and full weekly audit.
- HR responsibilities including recruitment, training and development of staff.
- Organising the daily rota and duties.
- Responsible for management of brand standards, stock rotation & cashing up.
- Analysing data and drawing conclusions for the business.
- Daily and weekly reconciliation of sales/ end of week/ payroll.
- In-depth understand of measurements and weights of drink levels.
- Managing a team of 12 permanent and also casual bar staff & supervisors.
- Working with the Hospitality Manager in coordinating & planning for big events.
- Re-evaluating the beverage & wine list offered, highlighting trends & new products to managers.

KEY SKILLS AND COMPETENCIES

- Confident and articulate when communicating with customers.
- A deep understanding of food hygiene and health and safety issues.
- Strong customer-facing skills.
- Ability to present and persuade in an articulate fashion.
- Knowledge of food, drink and retail development/ implementation.
- Having a detailed knowledge & understanding of cocktails, wines and champagnes.

ACADEMIC QUALIFICATIONS

BSc (Hons) International Hospitality Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Bar staff

AREAS OF EXPERTISE

Hospitality

Bartending

Cocktail recipes

Customer service

Knowledge of food & beverages

Customer facing

PROFESSIONAL

First Aid certificate

ECDL

Spanish speaker

PERSONAL SKILLS

Fun personality

Smart appearance

Entertaining guests

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright, talented and hard working individual with a bubbly, friendly personality and the ability to work as part of a team. Possessing excellent communication & hospitality skills and a proven ability to ensure that all customer expectations are met during the bar experience and providing amazing hospitality to guests. Customer focused, highly organised with the ability to make cocktails & beverages to the required standards and ensure the bar area is always clean and organized.

Currently looking for a suitable bar staff position with an ambitious and rewarding company that offers excellent opportunities for development and career progression.

WORK EXPERIENCE

City Centre Bar – Coventry
BAR STAFF June 2008 - Present

Working under the general guidance of the Bar Manager, assisting in the smooth running of our bar area to deliver a high standard of service and customer satisfaction. Providing a visible presence to ensure that all customer requests and queries are responded to promptly and effectively.

Duties:
- Operating the till and taking cash.
- Serving customers from behind the bar, offering advice on drinks.
- Responsible for keeping the bar clean and tidy, collecting empty plates & glasses.
- Mixing cocktails for customers.
- Preparing the bar for service, restocking wines and spirits.
- Providing a professional, friendly and courteous service to all customers.
- Taking food orders from customers in the seated restaurant area.
- Delivering food and also drinks to customers at tables.
- Occasionally working at weddings, private parties & conferences.
- Dealing with guest complaints in a friendly and efficient manner.
- Ensuring all cash, charge, float and till procedures are carried out in accordance with company policy.

KEY SKILLS AND COMPETENCIES

- Good knowledge of wine, spirits and beers.
- High standards of personal personal presentation and customer service.
- Ability and willingness to work late nights & weekends.
- A great team player.
- Experience of serving large numbers of customers at large functions & events.
- Ability to work well within a busy, often fast-paced environment.
- Keen to learn and develop new skills.
- Able to work individually behind a bar.

ACADEMIC QUALIFICATIONS

NVQ Certificate in Hospitality (City & Guilds)
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Linda Harris

Beauty therapist

AREAS OF EXPERTISE

Manicures & pedicures

Deep tissue massage

Waxing

Eyelash tinting and eyebrow dying

Tanning

Cosmetics Therapist

Beauty treatments

Up selling

Holistic treatments

PROFESSIONAL

NVQ level 3 in Beauty Therapy

First Aid Certificate

PERSONAL SKILLS

Client care

Good personal hygiene

Listening skills

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well presented, articulate and capable beauty therapist with a proven ability to provide the necessary customer service and care required to ensure overall client satisfaction. Ability to carry out variety of treatments with confidence and competence on customers to help them look and feel the best they can. An excellent communicator who can relate well with people at all levels and is able to work well as part of a team or individually. Comfortable working in a fast paced, hands-on work environment and consider no job too big or too small.

Looking for a suitable beauty therapist position with an exciting and innovative company that offers room for progression.

WORK EXPERIENCE

Hair & Beauty Salon – Coventry
BEAUTY THERAPIST June 2008 - Present

Responsible for providing professional facial beauty and body treatments to customers and also creating a calm environment where they can relax. Carrying out all procedures to a high standard and ensuring client confidentiality.

Duties:

- Providing guests with the highest standards of beauty care and attention.
- Using cutting edge technology to perform traditional treatments.
- Meeting and greeting customers when they arrive.
- Providing cutting edge treatments & excellent customer care to clients.
- Giving aftercare advice on treatments and skincare matters.
- Ensuring the beauty salon is run efficiently and effectively.
- Selling beauty care products at every opportunity.
- Marketing the beauty salon by actively organising promotional activities.
- Keeping the Beauty Salon to a high standard of hygiene, cleanliness and tidiness.
- Charging customers and taking payment from them.
- Handling customer comments and complaints in a professional manner.
- Correctly accounting for all monies taken and beauty products sold.
- Ensuring that all equipment is in safe working order, maintained and serviced.
- Helping client's complete a medical questionnaire before any treatments.
- Promoting and selling beauty products.

KEY SKILLS AND COMPETENCIES

- Good communication and social skills.
- Strong, proven retail sales background.
- Fully aware of health and safety policy, COSHH and fire procedures.
- Experience of nail technology, spray tanning, spa therapy and microdermabrasion.
- Keeping up to date with new beauty treatments and products being developed.

ACADEMIC QUALIFICATIONS

FdA Beauty Therapy and Spa Management (Foundation Degree)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Harry Dean

Bookkeeper CV

AREAS OF EXPERTISE

Purchase ledger

Sales ledger

Credit control

Bank reconciliations

Monthly payrolls

SAGE

Excel and Access

PROFESSIONAL

AAT

ACCA

ACA

PERSONAL SKILLS

Attention to detail

Communication skills

Target orientated

PERSONAL DETAILS

Harry Dean
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: harry.d@emailaddress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A enthusiastic, self-motivated and highly organised individual with all round bookkeeping experience. Having a excellent working knowledge of double entry bookkeeping, managing accounts, maintaining a sales ledger, raising invoices, issuing regular statements and processing receipts.

Easy going by nature but focused enough to take responsibility for reconciliation of all ledgers, accruals & prepayments, settlement of suppliers and generate payment runs. Presently looking for a suitable bookkeeping position.

WORK EXPERIENCE

Accountancy Firm – Coventry
BOOKKEEPER June 2008 - Present

Responsible for processing purchase and sales ledger invoices, complete reconciliations, and general finance related within the department. In busy periods also assisting with answering the phone & general admin duties.

Duties:

- Raising purchase and sales invoices, coding, and posting to ledger.
- Chasing customers for payment.
- Producing management accounts.
- Credit control, chasing overdue payments.
- Completing and submitting quarterly VAT returns.
- Daily banking and allocating of all monies.
- Meeting clients face to face.
- Preparing weekly and monthly accounts.
- Ensuring that all expense claims are collated and paid on time.
- Production of trial balance for month end and preparation of audit.
- Communicating with the Inland Revenue concerning PAYE.
- Sending remittances of PAYE and processing payroll.

KEY SKILLS AND COMPETENCIES

- Proven ability to work under the pressure and to meet deadlines.
- A positive 'can-do' attitude.
- Experience of working with small and medium-sized companies.
- Knowledge of QuickBooks 2010.
- Have a in-depth understanding of foreign currency and VAT rules.
- Excellent working knowledge of Sage Line 50 and pegasus.
- Able to work well as part of a team and with strong communication skills.
- Able to work well with clients helping to build business relationships.
- Strong proven track record in accounts preparation from a practice environment.
- Have own transport and can travel and work from client premises when required.

ACADEMIC QUALIFICATIONS

BSc (Hons) Economics & accountancy
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Branch manager

AREAS OF EXPERTISE

Management disciplines

Resource management

Marketing

Closing deals

Customer service

Health & safety

Budget control

Risk assessment

PROFESSIONAL

NVQ in Retail Skills

PERSONAL SKILLS

Personal effectiveness

Consistent performance

Target driven

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well networked and highly successful branch manager with extensive customer service experience and of working to set schedules and deadlines. Boasting a strong background of supporting staff & senior management, as well as possessing an excellent commercial approach to solving problems and developing business. Having the commercial and visual awareness to drive sales, manage profit and loss and ultimately increase branch profitability.

I am seeking a position within an ambitious & exciting company where I can utilise my managerial experience and be challenged to push myself further.

WORK EXPERIENCE

Retail Store – Coventry
BRANCH MANAGER June 2008 - Present

Playing a leading role in running a successful branch by making the right choices to deliver excellent results and achieve retail goals. Responsible for the profitability and maximisation of Return On Capital Employed within the branch.

Duties:

- Developing, implementing and maintaining a business plan for the branch.
- Co-ordinating sales, purchasing, distribution, warehousing and staff costs.
- Focusing on achieving customer acquisition, retention and cross sales.
- Managing the daily activities of the branch.
- Enforcing the companies policies, principles, and procedures.
- Inspiring and motivating staff.
- Identifying then addressing team training and development needs.
- Coaching and developing staff to do more and better.
- Adherence to regulatory requirements.
- Providing excellent service to customers
- Interpreting, analysing and producing sales & financial data.
- Enhancing awareness of the company branch and brand.
- Liaising with the Area Manager to develop innovative marketing strategies.
- Communicating clear business messages to staff.
- Responsible for dealing with complex and diverse managerial problems.

KEY SKILLS AND COMPETENCIES

- Implementing change effectively.
- Strong People Management skills.
- Proven ability to win new business.
- Excellent mentoring and motivational skills.
- Extensive product knowledge.
- Financially and commercially aware.

ACADEMIC QUALIFICATIONS

BA (Hons) Retail Buying
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Brand manager

AREAS OF EXPERTISE

Increasing brand awareness

Category management initiatives

Hospitality industry

Brand management

Brand strategy

Market Research

Brand compliance

PROFESSIONAL

Chartered Institute of Marketing (CIM)

Institute of Direct Marketing (IDM)

PERSONAL SKILLS

Commercially astute

Work well under pressure

Teamwork

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly professional, dynamic, impeccably presented and driven Brand Manager with vast experience of maximising the awareness, sales and profitability of recognisable brands. Experience of working in a fast paced environment and able to quickly understanding the mission, vision and values of a brand. Possessing a proven ability to work within a brands guidelines and create an image that is up to date and right for its audience.

Now looking for a new and challenging managerial position, one which will make best use of my existing skills and also further my professional development.

WORK EXPERIENCE

Cosmetics Company – Coventry
BRAND MANAGER June 2008 - Present

Working in the marketing department of a well known cosmetics brand and involved in make recommendations for it's products range, pricing and promotions. Involved in helping to differentiate the company from those of the competition.

Duties:

- Marketing certain brands to increase their popularity among target consumers.
- Conducting in-depth consumer analysis to determine the image/demand of a brand.
- Leading cross-functional innovation teams.
- Profit & Loss responsibility.
- Controlling costs in-line with department objectives and business plans.
- Utilising all resources cost effectively.
- Developing & refining a brands in-store demonstration programme.
- Attending trade fairs, exhibitions and conferences to promote brands.
- Developing annual brand plans in partnership with the sales and insight teams.
- Implement strategic plans to maximise brand potential.
- Ensuring profit targets are achieved, margins maintained & expenses controlled.
- Liaising closely with customers & licensors presenting product & marketing plans.
- Monitoring performance against marketing targets both internally & externally.
- Effectively managing, coaching, motivating and developing the sales teams.
- Monitoring and analysing a brand and competitors performance to identify Strengths, Weaknesses, Opportunities and Threats.

KEY SKILLS AND COMPETENCIES

- First class sales & marketing skills gained at management level.
- Leading a brand's PR campaign.
- Having passion, motivation and a dynamic approach to sales.
- Experience within the Retail / FMCG / Consumer sector.
- Ability to work effectively with internal and external stakeholders.

ACADEMIC QUALIFICATIONS

BA (Hons) Marketing
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Bus driver

AREAS OF EXPERTISE

Driving skills

Traffic regulations

Bus maintenance

Customer service

Safety checks

Map reading

Travel advice to passengers

PROFESSIONAL

First Aid Certificate

Certificate of Professional Competence (CPC)

Passenger Carrying Vehicle (PCV)

PERSONAL SKILLS

Punctual

Reliable

Helpful attitude

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well mannered, reliable and competent bus driver with excellent driving skills and a thorough understanding of driving laws. Having a proven ability to drive a bus carefully in a safe and courteous manner, to strict time schedules and in compliance with traffic regulations. Constantly focusing on making journeys a pleasant and hassle-free experience for passengers.

Ready and qualified for the next stage in a successful career. Currently looking for a suitable position a bus driver with a reputable company.

WORK EXPERIENCE

Bus& Travel Company – Coventry
BUS DRIVER June 2008 - Present

Driving along predefined bus routes, dealing with traffic, stop-and-go driving and providing assistance and advice to passengers at the same time. Driving in a lawful manner with special reference to the persons and baggage being carried.

Duties:

- Providing a reliable and safe transport service to people in the local area.
- Giving advice to passengers on the most cost effective fares and services.
- Responsible for making sure passengers are safe and comfortable at all times.
- Maintain accurate records of journeys, fuel issues, oil, log / mileage sheets.
- Collect the correct fares from passengers.
- Responsible for regularly checking the condition & safety of the bus.
- Checking pre-paid passenger tickets & taking payment & issuing new tickets.
- Helping passengers with questions about their journey.
- Dealing with abusive, aggressive or unruly passengers.
- Keeping the bus interior clean and safe for passengers.
- Keeping operational records and making simple reports.
- Assisting disabled passengers with baggage onto the bus.
- Reporting delays and accidents to controllers at head office.
- Checking a buses water, gas, oil and mechanical condition before driving.
- Preparing reports on incidents, hours worked, mileage, fuel consumption, and fares received.

KEY SKILLS AND COMPETENCIES

- Fully aware of all traffic regulations.
- Customer focused attitude and a friendly personality.
- Holding a current valid PCV licence.
- Ability to read maps and follow verbal geographic directions to route changes.
- Having a confident and friendly personality.
- Willing to work shift patterns of early, late and nights, 7 days a week.

ACADEMIC QUALIFICATIONS

A Levels: Maths (B) English (C)
Nuneaton Central School 2006 - 2008

GCSE: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Mary Cunningham

Business Manager

AREAS OF EXPERTISE

Operational management

Marketing & PR

Health & Safety management

Competitor analysis

People management

Business administration

Customer service

PROFESSIONAL

CIM

MBA

PERSONAL SKILLS

Team player

Professional appearance

Goals orientated

PERSONAL DETAILS

Mary Cunningham
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: mary.c@emailaddress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An experienced business manager with a consistent track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing productivity, all to tight time scales and within budget. Having a professional attitude and an ability to be flexible and handle change in a positive manner.

Possessing excellent communication, leadership and organizational skills, Mary is presently looking for a Business Manager position with a forward moving company.

WORK EXPERIENCE

Fenn Property Management – Coventry
BUSINESS MANAGER June 2008 - Present

Organizing and planning essential central services such as reception, security, maintenance, mail, as well as day to day running of the venue. Responsible for making sure that contracts, insurance requirements and safety standards are correctly complied with.

Duties:

- In charge of 10 members of staff.
- Develop and utilise customer database for phone calls, product launches, events.
- Manage cash loss prevention procedures and established security policies.
- Keeping senior management informed of changes in my areas of responsibility.
- Analyzing sales figures and forecasting future sales volumes.
- Involved in the recruitment and interviewing of new staff.
- Managing and motivating staff to increase sales and ensure business efficiency.
- Producing reports on performance, then measuring these against set indicators.
- Reviewing current organizational effectiveness and making recommendations for improvements.

KEY SKILLS AND COMPETENCIES

- Managing time, establish priorities and delegating effectively.
- Able to prepare budgets and cost estimates.
- In depth experience & understanding of the retail channel.
- Liaising with local authorities and regulatory bodies on business related issues.
- Experience of setting targets and monitoring performance.
- Excellent communication skills and ability to present across all media.
- Can identify key opportunities & efficiencies for greater profitability.
- Providing the necessary coaching, support & guidance to assist new staff.
- Ability to function in a fast-paced environment.

ACADEMIC QUALIFICATIONS

BA (Hons) Business Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

C developer

AREAS OF EXPERTISE

Microsoft Visual Studio

Debugging

Agile

TDD methodologies

Commercial environment

Software version control techniques

Object Oriented Development principles

PROFESSIONAL

Diploma for Software Developers

PERSONAL SKILLS

Attention to detail

Focused

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright, talented and ambitious C developer with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Able to play a key role throughout the software development / support life cycle of a project to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organise and present complex solutions clearly and accurately.

Looking for a suitable developer position with an exciting and innovative company that offers room for progression.

WORK EXPERIENCE

IT Consultancy Firm – Coventry
C DEVELOPER June 2008 - Present

Contributing to both the requirements and technical aspects of any development specification. Investigating software problems identified in testing or via Support & providing solutions, also assisting in the resolution of software support issues.

Duties:

- Working on the incorporation of smart technology & the use of portable devices.
- Acting as a conduit between the business, clients and developers.
- Implementation of new services, applications and demonstrating them.
- Identifying and analyse performance bottlenecks and rectifying them.
- Technical design and documentation of new applications.
- Involvement in analysis and design meetings.
- Creating new applications for a data collection, maintenance & processing team.
- Responsible for requirements capture, design, coding, testing, installation.
- Web Application maintenance.
- Unit testing of all new code and developing device drivers or kernels.
- Providing support & maintenance of existing software.

KEY SKILLS AND COMPETENCIES

- Knowledge of: ASP.NET, Silverlight, TDD, Javascript, PHP, COM.
- Experience of: WPF, SQL Server, Design patterns, UML, OO, XSLT.
- Strong knowledge of relational database design and implementation.
- Fluent in the current range of Microsoft C# /Java related technologies.
- Excellent system programming skills on Microsoft Windows platforms.
- Experience of Multi-threading and building real-time systems.
- Ability to deliver time-saving solutions to tight deadlines.
- Excellent knowledge of MS SQL Server.
- Ability to respond to pressure and meet tight deadlines.
- Database experience: Oracle and PostGreSQL.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Science
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Cabin crew CV

AREAS OF EXPERTISE

Food preparation & service

Security

Customer service

Making announcements

Safety and emergency procedures

Selling duty free

PROFESSIONAL

First Aid Certificate

City and Guilds NVQ Level 2 in Aviation Operations in the Air - Cabin Crew

PERSONAL SKILLS

Good sense of humour

Friendly & polite

Professional attitude

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well presented, articulate and confident individual with a proven ability to provide exceptional customer service and ensure that passengers leave with a lasting positive impression of their flight. Having a outgoing personality, good interpersonal skills and the ability to work in a multi-national team environment with confidence and minimal supervision. Comfortable working in a fast paced environment and able to build and maintains good relationships with work colleagues and passengers through a genuine desire to understand their needs and support them.

Currently looking for a suitable cabin crew position with an airline that offers variety and the opportunity to develop both personally and professionally.

WORK EXPERIENCE

National Airline – Coventry
CABIN CREW June 2008 - Present

Responsible for making passengers feel their holiday has started the moment they step on the aircraft. Making them feel relaxed, safe and comfortable while providing a full range of in-flight services and refreshments.

Duties:

- Responsible for the safety and comfort of passengers.
- Doing routine safety checks before take off.
- Welcoming passengers as they board the plane and helping them find their seats.
- Attending pre-flight briefings.
- Helping passengers load and also unload luggage from the overhead lockers.
- Dealing with high-net worth individuals in a professional and mature manor.
- Making sure that the aeroplane is clean and tidy before passengers come on board.
- Prior to take off making sure all passengers have their seat belts on.
- Demonstrating to the safety procedures to follow in a emergency situation.
- Contributing to a customers in-flight experience.
- Circulating and collecting customs and immigration documents from passengers.
- At the end of a journey completing a flight report recording any incidents.
- Promoting the sale of duty-free products.
- Serving meals and drinks to the passengers throughout the flight.
- Dealing with difficult passengers & situations politely but firmly.

KEY SKILLS AND COMPETENCIES

- Experience of working with passengers from different cultures & backgrounds.
- Ability to make passengers feel welcome.
- Experienced in dealing with the public & comfortable in a selling role.
- Well spoken, approachable, with great attention to detail & a professional attitude.
- Can fluently speak French, Spanish and German.

ACADEMIC QUALIFICATIONS

BA (Hons) Hospitality
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Gary White

Call centre advisor

AREAS OF EXPERTISE

Query resolution

Customer service

Handling complaints

Up selling

IT skills

Office administration

PROFESSIONAL

CLAIT

ECDL

PERSONAL SKILLS

Excellent telephone manner

Assertive

Listening

Confident

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly motivated, confident individual with exceptional multi-tasking capabilities and able to work in a target driven, busy cell centre environment. Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility.

Keen to find a challenging position within an ambitious employer where I will be able to continue to increase my work experience & develop my abilities.

WORK EXPERIENCE

Computer Maintenance Company – Coventry
CALL CENTRE ADVISOR June 2008 - Present

Tasked with answering projecting a professional company image through phone interaction with new and existing clients. Main duties include answering customer enquiries, resolving their problems, up selling & making appointments for engineers.

Duties:

- Providing advice, information and assistance to callers.
- Attempting to resolve all enquires on first contact with the caller.
- Making sure that all telephone calls are answered promptly.
- Dealing with a customers queries, requests, orders or complaints.
- Following up customers by calling them back.
- Research required information for callers using available resources.
- Essentially receiving up to 50 incoming calls from customers daily.
- Involved in processing orders, forms and applications.
- Accurately recording details of calls and issues on logging software.
- Having a professional and courteous manner at all times.
- Identifying and escalating priority issues or customer complaints.
- Sending emails to clients answering their enquiries.
- Taking ownership on all calls and queries answered.
- Arranging appointments for engineers to attend premises & make repairs.

KEY SKILLS AND COMPETENCIES

- Able to handle complex calls and situations.
- Demonstrating empathy and understanding when talking to customers.
- Able to deal with irate, abusive and irate callers.
- A proven track record of handling high volume calls.
- Can type up to 30 wpm.
- Excellent listening and problem solving skills.
- Excellent communication skills and telephone manner.
- Good keyboard skills and knowledge of customer service principles & practices.

ACADEMIC QUALIFICATIONS

BSc (Hons) Business Administration
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Care worker

AREAS OF EXPERTISE

Personal care

Supervising

Client assessment

Stress management

Home care

Reporting skills

Health & Safety

PROFESSIONAL

First Aid Certificate

CPR

Enhanced CRB

PERSONAL SKILLS

Patient

Sympathetic

Communicating

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An adaptable, conscientious and enthusiastic care worker with experience in providing a professional care service to children, the elderly, sick & disabled patients. Having an excellent understanding of promoting privacy and dignity whilst enhancing independence and rehabilitation. A proven ability to deal with physically and emotionally demanding care patients and to successfully help them to retain, regain and develop skills needed for independent living.

Now looking for a new and challenging care worker position with a caring and reputable company.

WORK EXPERIENCE

Health Care Provider – Coventry
CARE WORKER June 2008 - Present

Working as part of a staff team providing and coordinates individualized care and resources to elderly and disabled care patients, so that they may continue to live independent lives in their homes and communities.

Duties:

- Helping clients with transportation, house cleaning, personal hygiene and meals.
- Providing care to clients in their own homes in also the community.
- Liaising with other healthcare professionals such as District Nurses and GPs.
- Excellent leadership qualities and supervisory experience.
- Assisting clients to get up then helping dress and prepare them for their day.
- Assisting service users with their environment & day to day activities.
- Monitoring blood pressure and other physical conditions, as required.
- Making recommendations for changes and improvements to a clients care.
- Organizing and assisting with recreational activities.
- Assist clients with their exercises, physiotherapy and other medical plans.
- Maintaining confidential client files preparing reports & information as required.
- Assisting with prescribed medication.
- Transporting Care patients to appointments and activities.

KEY SKILLS AND COMPETENCIES

- Ability to identify signs of illness or deteriorating health in a patient.
- Experience of shifts including days, nights, sleep in's on a temp to perm basis.
- Able to organize time and resources based on the individual needs of clients.
- Knowledge of all relevant legislation, policies and practices.
- Physically fit and able to lift and move care patients adequately.
- Compassionate and understanding as well as possessing cultural awareness.
- Experience of working in a patient's homes, nursing homes, children's facilities, hospices & rehab centers.

ACADEMIC QUALIFICATIONS

Health and Social Care NVQ/SVQ level 2
Nuneaton Central College 2005 - 2008

GCSE: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Carer CV

AREAS OF EXPERTISE

Manual handling

Care plans

General housework

Meal preparation

Fire safety

Food hygiene

House cleaning

IT skills

PROFESSIONAL

Enhanced CRB disclosure

First Aid Certificate

PERSONAL SKILLS

Caring and sensitive

Responsible

Physically fit

Non smoker

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly competent and enthusiastic carer with an outgoing personality, great communication skills and a passion for caring for others. Multi-skilled and self motivated with a dedication for providing personal and physical care on a one-to-one basis. Having a proven ability to meet the personal care needs of service users in a way that respects the dignity of the individual and promotes their independence. Using initiative to develop effective solutions to problems with an active and dynamic approach to work and getting things done efficiently & unsupervised.

Currently looking for a suitable carer position with a ambitious employer.

WORK EXPERIENCE

Healthcare Provider – Coventry
CARER June 2008 - Present

Helping service users to remain in their own homes by providing the support and care needed to help them achieve maximum independence. Responsible for providing a high standard of care provision during early mornings, evenings, weekends and Bank Holidays.

Duties:

- Offering personal care, preparing meals, cleaning and helping with shopping trips.
- Administering medication and arranging medical appointments.
- Delivering and serving of 'meals on wheels' when required.
- Helping service users with mobility problems including incontinence.
- Making & changing beds, tidying rooms and emptying commodes etc.
- Providing advice and emotional support to clients.
- Setting tables and trays and also taking clothes to the laundry.
- Assisting with getting up in the morning, dressing, undressing washing & bathing.
- Taking part in staff and service users' meetings and also in training activities.
- Updating a clients medical records and other paperwork.
- Assisting with activities such as reading, writing, hobbies and recreations.
- Reporting to supervisors any changes in the health / circumstances of service users.
- Involved in six monthly reviews of service users.
- Helping the service user to look after their own health.
- Transporting service users to local amenities.
- Assistance with pet care, including the feeding and walking of dogs.

KEY SKILLS AND COMPETENCIES

- Experience of personal care, companionship and home help.
- Experience of working in residential, nursing and learning disability homes.
- A good knowledge of health and social care services.
- Good verbal and written communication skills.

ACADEMIC QUALIFICATIONS

NVQ level 2 in care
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Linda Harris

Cashier

AREAS OF EXPERTISE

Branch cashiering

Customer facing

Cash handling & counting

Computer literacy

Doing repetitious work accurately

PROFESSIONAL

First Aid Certificate

PERSONAL SKILLS

Numerate

Friendly manner

Attention to accuracy and detail

Smart appearance

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A hardworking, well mannered and friendly cashier with a positive attitude to work. Able to uphold high standards of customer service and speed whilst at the same time adhering to a companies regulations and procedures. Experience of working in a fast paced retail environment and having a proven track record of working under pressure for instance i.e. when long lines form or when unexpected mishaps occur such as miss-priced items. A quick learner who can quickly obtain a good knowledge of all the products available in a store.

Now looking for a suitable cashier position with a ambitious and reputable company.

WORK EXPERIENCE

Supermarket – Coventry
CASHIER June 2008 - Present

Working on a cash register in a large busy store providing a high quality, customer driven service and acting as the first point of contact for customers. Helping to build the business by engaging in a polite and friendly way with every customer.

Duties:

- Providing customers a personalised, friendly and efficient cashiering service.
- Taking payments from customers via cash, cheques and credit cards.
- Entering purchases into a cash register then calculating the total purchase price.
- Responsible for the accurate and timely allocation of cash.
- In charge of daily cashbook management and also bank reconciliations.
- Banking a large volume of cheques and cash daily.
- Identifying potential sales leads and referring them to colleagues. .
- Recording of monies received and paid out.
- Preparing BACS and TT payments using the online bank system.
- Undertaking till balancing & administration activities in an efficient manner.
- Helping to resolve customer complaints.
- Assisting with shelf stacking, sticking prices on items etc.
- Training new cashiers.
- Sorting, counting, and wrapping currency and coins.
- Compiling and maintaining monetary and also non-monetary reports and records.
- Balancing cash in the till with receipts.

KEY SKILLS AND COMPETENCIES

- Enjoy working with figures.
- Able to follow a routine and adhering to procedures.
- Engaging in continuous learning in order to broaden knowledge and experience.
- Able to remain calm and relaxed under pressure.
- Highly focused on providing customers with a good experience.

ACADEMIC QUALIFICATIONS

NVQ Customer Service level 2
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Gary White

Catering assistant

AREAS OF EXPERTISE

Food preparation

Health & safety regulations

Food hygiene

Cleaning

Hospitality

Cooking

Nutrition

PROFESSIONAL

Enhanced CRB Certificate

Basic Food Hygiene Certificate

PERSONAL SKILLS

Personal hygiene

Smart appearance

Team work

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly resourceful, flexible and enthusiastic catering assistant with experience of maintaining high standards of service and production within the kitchen and other food areas. Professional, organized, detail-oriented and reliable and having excellent written and verbal communication skills. Ability to provide support, motivation and guidance to junior kitchen staff and chefs.

Now looking for a new and challenging catering assistant position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Primary School – Coventry
CATERING ASSISTANT June 2008 - Present

Working in a busy catering environment, serving hot dinners, clearing tables, general up keep of the kitchen and dining area. Serving food to pupils and helping the cooks in the preparation of food including breakfast and lunches.

Duties:

- Following set work according to recipe, menu, schedule or instructions.
- Mopping and cleaning floors of kitchen and associated areas once a day.
- Serving in the restaurant, taking money and cashing up at the end of the day.
- Assisting with hospitality events.
- Washing up dishes and kitchen utensils by hand.
- Ensuring the service and kitchen areas are clean and tidy.
- Storing away deliveries of vegetables and meats.
- Checking vending machines for stock and cleanliness.
- Assisting the chef in the preparation of school dinners within the schools.
- Clearing the kitchen area away at the end of the day.
- Reporting all incidents/accidents to the Catering Manager.
- Helping to provide tasty, nutritious and well balanced meals.
- Record fridge temperatures.
- Assisting the cook with basic cooking when required.
- Make up sandwiches, and salads for staff, visitors and buffets.
- Giving a comprehensive briefing and handover to the next shift.
- Ensure that all standards are maintained relative to security, maintenance, Health & Safety and cleanliness of the Catering Department.

KEY SKILLS AND COMPETENCIES

- Physically strong and fit enough to move heavy pots bags around.
- Supervisory experience of catering assistants.
- Able to address inappropriate Infection prevention and control practices.

ACADEMIC QUALIFICATIONS

BA (Hons) Hospitality & Catering
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

CEO CV

AREAS OF EXPERTISE

Strategic planning

Financing

Commercial operations

Business development

Feasibility studies

Project management

Operational management

Business finance

Performance management

PROFESSIONAL

NVQ Facilities Management

MBA

PERSONAL SKILLS

Strong leadership

High energy

Team builder

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A seasoned and successful leader with a track record of producing, presenting and managing the implementation of innovative business solutions. Highly motivated with a proven ability to develop people and commercialize all aspects of a business. Experienced in converting every opportunity into success and of driving profit and growth. Well networked and highly successful in implementing business process improvements, defining company direction, achieving goals, change and optimising business procedures.

Keen to find a challenging position with a successful and ambitious company that offers opportunities for career development and advancement.

WORK EXPERIENCE

National Media Company – Coventry
CEO June 2008 - Present

Responsible for planning strategic business objectives and also implementing systems and processes to monitor and report on performance against agreed Key Performance Indicators across all the business sectors.

***Duties**:*

- Responsible for driving the growth of revenue and profit margins.
- Responsible for all contracts and lease agreements with key stakeholders & clients.
- Interpreting financial data and drawing conclusions.
- Analysing operating costs and efficiency.
- Identify skills gaps and devise hiring strategies.
- Winning business from key target clients.
- Implementing systems that reward good staff performance & competence.
- Liaising with key strategic suppliers and customers to define KPI's.
- Reviewing and monitoring all budget expenditure.
- Motivating & providing strong leadership to all departments.
- Developing the company's commercial processes including account management and marketing.

KEY SKILLS AND COMPETENCIES

- Decisive and forward thinking, with strong vision and strategic capability.
- Ability to network and liaise with clients at every level.
- Experience of Total Facility Management in hard and soft services.
- Experience of operating within highly competitive markets.
- Experience in being instructed by clients at a senior level in major firms.
- Motivational and credible with highly effective interpersonal skills.
- Highly commercial and committed to quality and innovation.
- Operationally strong, financially aware and commercially astute.

ACADEMIC QUALIFICATIONS

BA (Hons) International Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Gary White

Chef

AREAS OF EXPERTISE

Food preparation

Planning menus

Cost control

Kitchen hygiene

Catering

Hospitality

Food for special occasions / events

PROFESSIONAL

Food Hygiene Certificate

BTEC HND in Professional Cookery

PERSONAL SKILLS

Commercially minded

Ability to delegate

Creative flair

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright, talented and self-motivated Chef with a successful track record of impressing customers with delicious meals and creative decorative food displays. Able to expertly instruct cooks and other kitchen workers in the preparation, cooking, garnishing, and presentation of food to the highest standards. Experienced in the planning, directing, and supervising of food preparation and cooking activities in a busy environment.

Looking for a suitable Chef position with an exciting and innovative restaurant.

WORK EXPERIENCE

Hotel Restaurant – Coventry
CHEF June 2008 - Present

Responsible got creating a good working atmosphere, co ordinate and motivate the kitchen staff. Making sure all procedures involved in the kitchen are in accordance with Health and Food Safety standards.

Duties:

- Responsible for the operational management of the kitchen.
- Making sure that all health and safety requirements are met.
- In charge of the cooking, preparation and serving of meals and refreshments.
- Keeping the kitchen organised, ensuring utensils are placed in the correct place.
- Ensuring the kitchen is a safe environment to work in.
- Advising new cooking techniques and equipment to kitchen staff.
- Carry out the preparatory work for creating dishes.
- Cooking, breakfast, lunch and evening meals.
- Checking food items on delivery and tidy them into cold storage.
- Prepare and present dishes so they are ready for guests at the right time.
- Ensure all the food produced is of the very highest standard and delicious.
- Serving classic English, French and modern European cuisine.
- Responsible for food stock control, ordering high quality vegetables and meat.
- Preparing food for both public visitors and private event guests i.e. weddings etc.
- Introducing & developing new dishes & measuring consistency and performance.
- Meal preparation and menu planning.
- Ensuring the kitchen is maintained and cleaned to the highest level.

KEY SKILLS AND COMPETENCIES

- Able to cook a variety of different dishes including English and foreign dishes.
- An awareness of all health and hygiene requirements.
- Experience of restaurant / pub / inn style food production.
- A good track record of achieving and consistently maintaining target Gross Profit percentages.

ACADEMIC QUALIFICATIONS

Level 2 Diploma in Professional Cookery (City and Guilds)
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Joy Carter

Chief executive

AREAS OF EXPERTISE

Project Management

Risk Management

Sales and marketing

Supply Chain / Service Delivery

Procurement

Managing Crisis Situations

Performance Improvements

Business Plan Development

PROFESSIONAL

French speaker

German speaker

PERSONAL SKILLS

Planning Strategically

Strong Customer Focus

Tactful & articulate

Able to identify critical issues

PERSONAL DETAILS

Joy Carter
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: joy.c@emailaddress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Strong managerial background with senior level local / international experience and cross sector exposure. Good strategic appreciation and vision, able to build and implement sophisticated plans with a proven track record explicitly supporting business needs. Self driven and self reliant, sets aims and targets and leads by example, collaborative approach with good interpersonal skills to engage, motivate and encourage others through change.

Highly focused with a consistent track record of successfully delivering full lifecycle implementations to tight time scales and within budget. Joy is currently looking to continue a career in a senior management position at home or abroad.

WORK EXPERIENCE

Barton's Advertising Agency – Coventry
CHIEF EXECUTIVE OFFICER June 2008 - Present

Working as the CEO for a leading advertising agency, responsible for successful the day to day running of all aspects of the business. Ensuring delivery of high quality projects always within time, cost and quality parameters.

Duties:
- Formulation of company direction and strategy.
- Developing strategy & mission and carrying it through with confidence & vigour.
- Responsible for all aspects of human performance issues.
- Working on full development lifecycle projects.
- Negotiating legal contracts with suppliers.
- Budgetary forecasting.
- Developing detailed project plans.
- Responsible for all Project Management controls.
- Producing informative, well-organized presentations for senior management.
- Chairing monthly meeting with Directors and Supervisors.

KEY SKILLS AND COMPETENCIES

- Having a robust and business-focused approach to running a company.
- Ensuring that everything works to the highest possible professional standards.
- Possessing a proven track record in senior management.
- A charismatic but pragmatic leader.
- Proven ability to identify new business opportunities.
- Can maintain close relationships with external bodies, suppliers and clients.
- Evaluating and decision-making.
- An enterprising and creative thinker, with a commercial eye, exceptional financial acumen.

ACADEMIC QUALIFICATIONS

BA (Hons) Management Studies
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Wendy Harris

Cleaner

AREAS OF EXPERTISE

Knowledge of COSHH

Vacuuming

Health & Safety

Polishing

Recycling

Dusting

Cleaning chemicals

PROFESSIONAL

Basic food & safety certificate

CRB

PERSONAL SKILLS

Communication skills

Attention to detail

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@emaladdress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A talented, enthusiastic and competent cleaner who has experience of the daily cleaning of all areas within both commercial & residential buildings. Helping to make a pleasant environment for both staff & customers. Having a 'can do' attitude and able to ensure that all environments are kept clean and tidy to a high standard. Physically fit and able to perform demanding duties such as lifting, pushing and pulling objects, bending and kneeling down. Now looking for a new and challenging position, one which will make best use of existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Cleaning Contractor – Coventry
CLEANER June 2008 - Present

Working as part of a team and responsible for various cleaning duties to ensure the cleanliness of the building. Complying with all proper safety policies and procedures when using cleaning chemicals. Making sure that COSHH regulations are adhered to on the use of chemicals, protective clothing and equipment.

***Duties**:*

- Cleaning of offices & furniture by hoovering, dusting and polishing.
- Taking away clothes and cloth material for dry cleaning.
- Training new employees in cleaning procedures.
- Ensuring the hallway, stairs and windows are cleaned to a high standard.
- Responsible for mopping, sweeping, brushing & vacuuming.
- Washing dishes in the kitchen and replenishing kitchen supplies.
- Making sure windows and doors are securely closed.
- The emptying of all waste bins and removing waste to designated areas.
- Attend monthly team meetings with managers to give feedback.
- Cleaning offices, reception area and also washrooms and lavatories.
- Cleaning and dusting of all interior surfaces, fixtures and fittings.
- Maintaining a safe and secure working environment.
- Mopping & disinfecting all WC floor surfaces and replenishing bathroom supplies.

KEY SKILLS AND COMPETENCIES

- Passion about hygiene, flexible, reliable and be able to work at a fast pace.
- Reporting any defective equipment or safety concerns to the Cleaning Supervisor.
- Experience of cleaning public areas in a retail environment.
- Can work well in a busy and demanding environment.
- Possessing own car and able to work shifts including early mornings and nights.
- Experience of cleaning both offices and also factories.
- Can communicate effectively at all levels.

ACADEMIC QUALIFICATIONS

NVQ Level 2: Building Cleaning
Nuneaton Central College 2006 - 2008

GCSE: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2005

REFERENCES – Available on request.

Joy Carter

Coating inspector

AREAS OF EXPERTISE

Quality Assurance / Control

Testing and Inspection

Monitor Specifications

Pipeline and Isometric Drawings

Performance Audits

Blasting/ Surface Preparation

Fusion Bond Epoxy powder Coatings

Concrete Weight Coatings

Polyethylene Coatings

PROFESSIONAL

BGAS/CSWIP Coatings Inspector (T.W.I certified)

B.O.S.I.E.T (inc EBS) OPITO Approved

M.I.S.T OPITO Approved

PERSONAL SKILLS

Highly motivated

Meeting Deadlines

Non confrontational

PERSONAL DETAILS

Joy Carter
Dayjob Ltd
120, Vyse Street, Birmingham
B18 6NF

T: 0870 061 0121
M: 0887 000 0000
E: joy.c@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Very experienced Coating Inspector who has over three years of invaluable experience with industrial installations in both the domestic and overseas markets. Comprehensive knowledge and understanding of international specifications, procedures and safety codes and practices for paint / coating operations and general site safety. Good strategic appreciation and vision, able to build and implement sophisticated plans with a proven track record of achieving targets.

Able to get along with both work colleagues and senior managers, Joy is currently looking for a fixed term or contract position as a Coating Inspector in the Oil and Gas industry in either UK or overseas.

WORK EXPERIENCE

North Sea Oil Company - Scotland
COATING INSPECTOR April 2008 - Present

Responsible for processing 24” line pipe with 3(LPE) layer Polyethylene coating, concrete weight coating and Sacrificial Anode installation to Bredero Shaw Q700 specification.

Duties:
- Inspection and quality procedures
- Hydro blasting off shore
- Working on 'new build' marine vessels and various pipeline projects
- Set up and operation of refrigerant and desiccant dehumidifiers
- Abrasive blast cleaning of internal areas of pipe work
- Coating of internal pipe surfaces & subsea structures
- General arrangements, P & IDs, piping isometrics, structural drawings
- Critical inspection procedures, asset integrity and corrosion
- Abrasive blast cleaning of internal areas of pipe work
- Writing coating inspection project specifications and procedures
- Working in large scale hazardous environments
- Offshore visits / inspection trips as and when required
- Wet blasting with specialized systems

KEY SKILLS AND COMPETENCIES

- Quality control procedures
- Working with low-pressure spray systems
- Industrial protective coatings and fire protection / insulation systems
- Monitoring of the mixing and the application of the coatings
- Training operational users & client service staff

ACADEMIC QUALIFICATIONS

Engineering Degree
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Company secretary CV

AREAS OF EXPERTISE

Administrative processes

Company regulations

Compliance strategies

Maintaining statutory books

Intellectual property

Personnel administration

Corporate governance

Data protection

PROFESSIONAL

ICSA registered

PERSONAL SKILLS

Versatility

Enthusiasm

Attention to detail

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly efficient and competent company secretary with an ability to ensure that a company complies and operates in accordance with statutory and legal provisions. Experience of attending meetings with company share holders and the board of directors and acting as a point of communication between them. Well presented and highly personable, with a deep knowledge of corporate regulatory and company rules. Excellent organizational skills, highly efficient and methodical with a good eye for detail.

Keen to find a challenging secretarial position with a successful and ambitious company that offers opportunities for career development and advancement.

WORK EXPERIENCE

Multinational Company – Coventry
COMPANY SECRETARY June 2008 - Present

Responsible for ensuring that the highest standards of administrative processes & corporate governance are both promoted and maintained, so that the business operates efficiently & in accordance with all statutory and legal provisions.

***Duties**:*

- Responsible for all company secretarial functions, duties and responsibilities.
- Organizing, preparing agendas for, and taking minutes of board meetings.
- Monitoring changes in the business legislative and regulatory environment.
- Providing advice to colleagues and senior managers on administrative matters.
- Maintaining statutory books i.e. registers of members, directors and secretaries.
- Updating and maintaining all licences and Companies House records.
- Dealing with correspondence.
- Developing & implementing admin policies & procedures to improve efficiency.
- Involved in the creation of new companies and limited partnerships.
- Liaising with external regulators, solicitors and auditors.
- Preparing and filing dormant accounts.
- Maintaining all statutory registers and blueprint.
- Drafting minutes within set timeframes.
- Reporting in a timely & accurate manner on company procedures & developments.
- Ensuring the company complies with standard legal practice and maintains standards of corporate governance.

KEY SKILLS AND COMPETENCIES

- Strong organisational and time management skills.
- In depth knowledge of secretarial software, Outlook, Microsoft excel and Word.
- Excellent technical knowledge of UK Companies Acts.
- Excellent presentation, interpersonal & communications skills - both written & oral.

ACADEMIC QUALIFICATIONS

BA (Hons) Business & Social Administration
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Gary White

Copywriter

AREAS OF EXPERTISE

Content creation

Product descriptions

Writing press releases

MS Office products

SEO copywriting

Article writing

Proof reading

Blog writing

PROFESSIONAL

Typewriting - Vocational 1,2,3
(City & Guilds)

PERSONAL SKILLS

Accuracy

Target driven

Conceptual thinker

Competitive

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled copywriter with good all-round writing and creative expertise. Very capable with an ability to identify and then deal with a client's needs and then translate them into crisp, compelling, creative and informative copy. Experienced in providing motivation & guidance to colleagues to produce copy write for products that will have a real impact on the lives of people. Having excellent interpersonal skills, a good communicator, emotionally mature; calming and positive temperament with an understanding disposition.

Now looking for a new and challenging position, one which will make best use of my existing skills and experience and also further my personal development.

WORK EXPERIENCE

Marketing & Digital Media Company – Coventry
COPYWRITER June 2008 - Present

Working as part of a team of professionals. Writing clear, consistent and engaging copy for a range of audiences including, clients, consumer, senior managers and colleagues.

Duties:

- Writing short focused, concise and engaging material for different markets.
- Promoting a clients brand image in the best possible way.
- Carrying out research for articles.
- Involved in writing for campaigns and banners.
- Presenting various options to clients, ideas, samples etc.
- Working in a range of different writing styles across various platforms.
- Working with a talented mix of designers, writers and account managers.
- Conducting in-depth telephone conversations with clients.
- Researching a client, their market and also their competitors.

KEY SKILLS AND COMPETENCIES

- Flexible, versatile and able to quickly move between projects.
- Experience of working within a media / digital agency.
- Ability to produce creative and informative writing.
- Impeccable spelling and grammar.
- Experience of numerous media platforms i.e. digital, TV, DM, outdoor and press.
- Strong attention to detail.
- Can work well within a team.
- A natural interest in reading and writing.
- Ability to produce outstanding copy under pressure.
- Able to meet deadlines.
- Totally comfortable writing in multiple styles and for multiple formats.

ACADEMIC QUALIFICATIONS

Creative Writing Enterprise Foundation Degree
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Counsellor

AREAS OF EXPERTISE

Personal therapy

Facilitating therapy groups

Trauma counselling

Sexual abuse victims

Post traumatic Stress Disorder

Marriage counselling

Interviewing

Active listening

PROFESSIONAL

BACP accredited

British Psychological Society membership

PERSONAL SKILLS

Listening skills

Reliability

Friendly

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A hardworking, conscientious and caring counsellor with extensive knowledge of offering advice, support, rehabilitation and guidance to clients who have experienced trauma or hardship. Having a proven ability to empathise with individuals whilst retaining an objective and realistic approach to their treatment and therapy. Comfortable working and communicating with people from all backgrounds and having experience of trauma, abuse, addiction, depression, marital difficulties and child-parent conflicts.

Keen to find a challenging position within an ambitious organisation where I will be able to continue to increase my work experience & develop my abilities.

WORK EXPERIENCE

Social Service Department – Coventry
COUNSELLOR June 2008 - Present

Provide comprehensive assessments of clients on which to base appropriate counselling interventions, or to make recommendations for referral to other healthcare professionals.

Duties:

- Listening to a individuals problems and empathising with them.
- Carrying out complex therapeutic assessments on vulnerable service users.
- Establishing trust and a bond with clients.
- Developing suitable treatment plans and implementing them.
- Meeting with a clients family, social worker and GP to exchange information.
- Identify problems quickly, explaining it to a client & then finding a solution.
- Counselling clients with mental health issues & drug and alcohol addiction.
- Referring clients to other healthcare professionals, when appropriate.
- Monitoring a clients response to counselling, looking for signs of improvement.
- Maintaining clinical records & providing verbal & written reports on cases.
- Interviewing, observing and testing clients to get information about them.
- Attending training days for ongoing professional development.
- Involved with the mentoring and support of a group of 40 volunteers.

KEY SKILLS AND COMPETENCIES

- Patience and having a calm manner.
- Experience of working with young people and vulnerable adults.
- Having a mature attitude and personality.
- Having a person centred approach towards counselling.
- Ability to quickly analyse complex problems & negotiate with thirds parties.
- Aware of policies and procedures regarding equal opportunities, child protection, risk assessment, confidentiality etc.

ACADEMIC QUALIFICATIONS

Professional Diploma in Therapeutic Counselling
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

MY RESUME

PERSONAL PROFILE:- FOR

A BUSINESS MANAGER WHO IS CONFI-

DENT , RESOURCEFUL AND HAS EXTENSIVE E-

PERIENCE OF IMPROVING THE EFFICIENCY AND AL-

SO THE BOTTOM LINE OF A COMPANY. CURRENTLY

LOOKING FOR A SUITABLE POSITION WITH A GROW-

ING AND AMBITIOUS COMPANY. WORK EXPERIENCE:

MAJOR MANUFACTURING COMPANY - COVENTRY, B-

USINESS MANAGER - 2008 TILL PRESENT. RESPONSI-

BLE FOR THE DAY TO DAY RUNNING OF THE BUSINESS

WHICH INCLUDES MANAGING STAFF, ALLOCATING ALL

DUTIES, MONITORING WORKER PERFORMACE AND A-

LSO CONTROLLING THE BUDGET. KEY SKILLS: MANAG-

ING PEOPLE AND GETTING THE BEST OUT OF THEM. M-

CURRICULUM VITAE

OTIVATING STAFF SO THEY INCREASE THEIR PERFORM-

ANCE. ABLE TO CONTROL EXPENDITURE. SPECIALIST IN

SALES AND MARKETING. STRATEGIC PLANNING AND T-

HINKING. FULLY AWARE OF HEALTH AND SAFETY AND

EQUAL OPPORTUNITY LEGISLATION AS WELL AS ISS-

UES. ACADEMIC QUALIFICATIONS: DEGREE IN BUSI-

NESS MANAGEMENT STUDIES - NORTH MIDLAND-

S UNIVERSITY - 2005 - 2008. A LEVELS: MATHS (B)

ENGLISH (C) GEOGRAPHY (D). REFERENCES: AVAI-

LABLE ON REQUEST. PERSONAL DETAILS: TONY-

DEAN, DAYJOB LTD, 120 VYSE STREET, BIRMING-

HAM, B18 6NF, TEL: 0870 061 0121, EMAIL: INF-

O@DAYJOB.COM, WEB: WWW.DAYJOB.COM, -

PROFITS, GREATER PROFITABILITY, TAR-

GETS, POLICIES, COMMUNICATION S-

KILLS, PROMOTIONS, COST

Mark Jones
Copywriter
CV

ACADEMIC
BSc (Hons)
English.

A levels:
Maths (A)
English(B)

PERSONAL SUMMARY
A resourceful, innovative and effective copywriter with considerable experience of writing creative and persuasive content. Possessing a strong desire for continuous improvement and now looking for a suitable copywriting position.

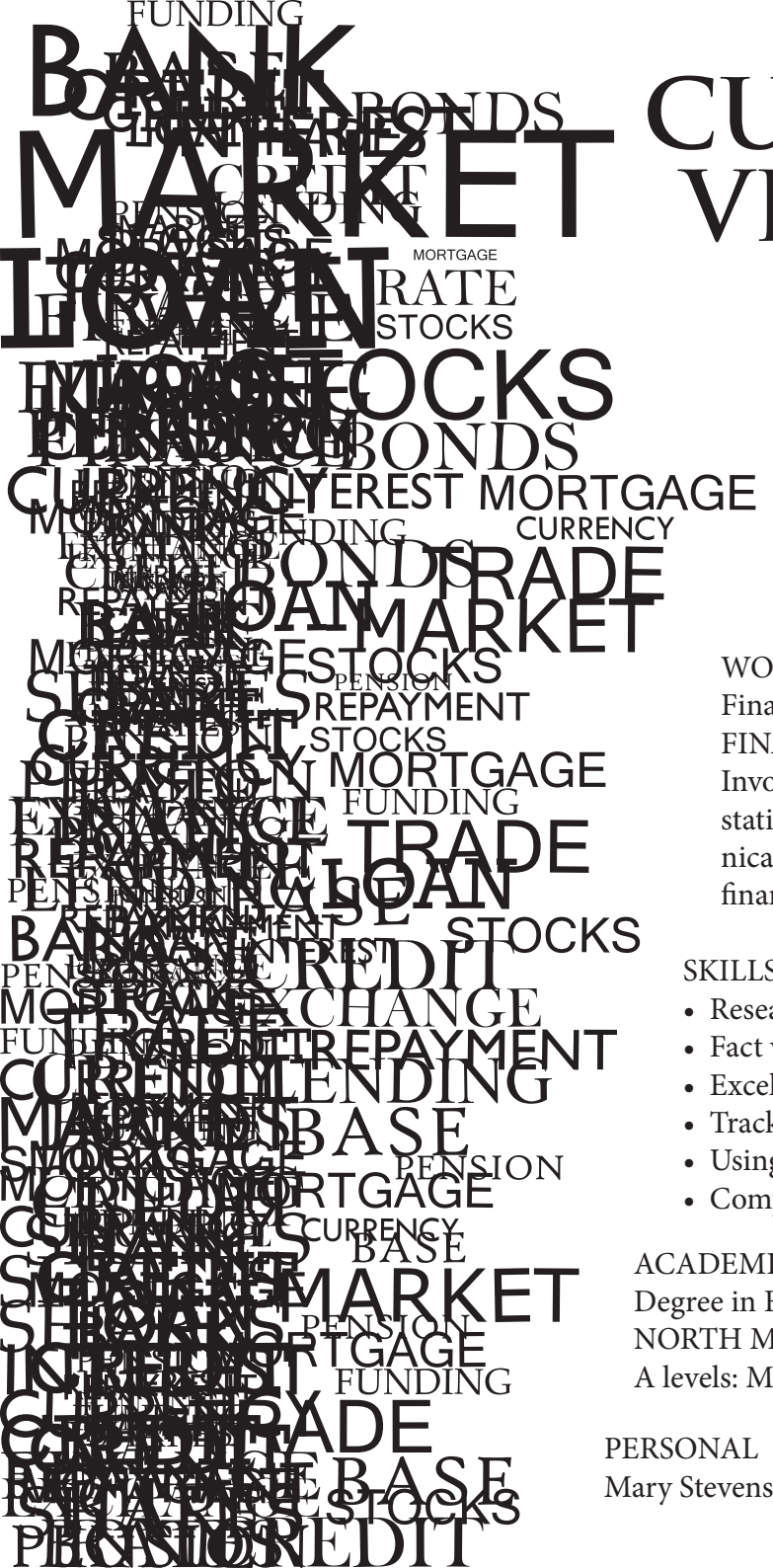
CAREER HISTORY
Central Advertising Agency
COPYWRITER May 2008 - Present
Working as part of a team, responsible for producing original content, proofreading & checking for spelling mistakes.

KEY SKILLS
Writing content.
Advertising campaigns.
Proof reading.
Creating press releases.
Articles for blogs.
Creative ideas.





PERSONAL
Dayjob Ltd
120 Vyse Street
Birmingham B18 6NF
T: 0870 061 0121
E: info@dayjob.com
W: www.dayjob.com



CURRICULUM VITAE

FINANCIAL ANALYST

PERSONAL PROFILE

A successful, skilled and results driven financial analyst who has vast experience of being involved in complex financial projects. Having a proven successful track record of advising on banking, insurance and the stock exchange investments. Also possessing considerable knowledge of accounting, business and finance processes. Presently looking for a suitable financial analyst position.

WORK EXPERIENCE

Finance Investment Company
FINANCIAL ANALYST 2008 - Present
Involved in the financial analysis of information, data and statistics for areas such as marketing, production and communications. Also responsible for reading and reporting on financial statements and generating forecasts.

SKILLS AND ABILITIES

- Researching and making suggestions on investments.
- Fact verification, problem solving and analytical skills.
- Excellent communication skills.
- Track record of making correct decisions.
- Using spreadsheets and statistical software to analyse facts.
- Comprehensive knowledge of FSA rules & regulations.

ACADEMIC QUALIFICATIONS

Degree in Financial Management
NORTH MIDLANDS UNIVERSITY 2005 - 2008
A levels: Maths (A) English (B) Physics (A)

PERSONAL

Mary Stevens - Dayjob Ltd, 120 Vyst Street, Birmingham B18 6NF
T: 0870 061 0121 - W: www.dayjob.com

GRAPGIC DESIGNER CV

PERSONAL SUMMARY

A skilled, hard working and capable graphics designer who has over three years experience of designing superb visual effects and designs. Having the ability to clearly communicate design solutions and creative ideas to clients and colleagues. Possessing the required flair and extensive industry knowledge required to meet the high expectations of corporate customers..

WORK EXPERIENCE

Innovative Web Design Company
WEB DESIGNER May 2008 - 2011
Involved in interpreting clients needs and then developing a creative concepts and solutions to meet their requirements.

KEY SKILLS:

Knowledge of Quark Xpress, Illustrator, Photoshop etc.
Proofreading to produce accurate, quality material.
Able to think creatively to generate new ideas.
Can work to deadlines, able to stand pressure.
Possessing good colour sense and graphical skills.

ACADEMIC QUALIFICATIONS

Degree in Grapgic design
Coventry University 2005 - 2008

PERSONAL

Dayjob Ltd
120 Vyse St, B18 6NF, UK
www.dayjob.com

CLAIRE JONES CV

PERSONAL SUMMARY

A capable office manager with over two years experience of working in a busy administrative environment.
Possessing extensive knowledge of office management procedures and practices.
Able to control budgets and also the performance of staff.

LOOKING FOR A:-

OFFICE MANAGER POSITION

CAREER HISTORY:

Coventry First Insurance company:

OFFICE MANAGER

2008 - present

Contact:

Dayjob Ltd
120 Vyse St
Birmingham
B18 6NF
Web:
www.dayjob.com

Hobbies

Swimming
Reading
Socialising
Photograph (especially taking photos of nature)

KEY SKILLS & COMPETENCIES:-

- Forward planning and team management.
- Staff recruitment and training.
- Office administration & Health & Safety issues.

ACADEMIC QUALIFICATIONS:-

Degree in Business Administration
MIDLANDS CENTRAL UNIVERSITY 2005 - 08

PROJECT MANAGER CV

PERSONAL PROFILE
A articulate, confident and results orientated project manager who has extensive knowledge of the planning and implementation stages of projects. Possessing a consistent track record of improving business performance, increasing efficiency all to budget and tight time scales. Having a active commitment to continuous improvement and comfortable working in a growth orientated work environment.

Easy going by nature and able to get along with both work colleagues and senior managers. Currently looking for a suitable project managers position.

PROJECT MANAGEMENT SKILLS
- Identifying a projects scope & deliverables.
- Managing budgets.
- Evaluating a project.
- Monitoring performance & assessing results.
- Knowledge of quality assurance issues.
- Providing leadership and direction to teams.
- Sales and marketing.
- Risk management and strategic planning.
- Extensive knowledge or project management techniques.

WORK EXPERIENCE
Financial Services Company
PROJECT MANAGER 2008 - 2011
Providing direction to a project and also coordination the activities of staff and third party partners. Working hard to ensure consistency in performance and productivity throughout a life cycle. Also responsible for setting project goals and ensuring that they are met within budget and the time scales set.

PERSONAL SKILLS
- Proven ability to solve complex problems.
- Able to delegate work to junior staff.
- Excellent negotiating and mediating skills.
- Can communicate well verbally & in writing.
- Ability to cope with & work under pressure.
- Planning and organising effectively.
- Giving full commitment to a project.
- Able to see the big picture & focus on it.
- Enthusiasm for projects i am involved in.
- Excellent team building abilities.
- Thinking ahead and attention to detail.
- Ability to influence.
- Customer focused.

ACADEMIC QUALIFICATIONS
BA (Hons) Business Management
NORTH MIDLANDS UNIVERSITY 2005 - 08

A levels:
English (A)
Maths (A)
Geography (C)

REFERENCES: Available on request.

PERSONAL
Linda Andrews
Dayjob Ltd
120 Vyse Street
Birmingham
B18 6NF
T: 0870 061 0121
E: info@dayjob.com
W: www.dayjob.com

Curriculum vitae

Name

Linda Smith, Dayjob Ltd, 120 Vyse St, Birmingham B18 6NF, Tel: 0870 061 0121 - Web: www.dayjob.com

Objective

To find employment as a sales assistant in a retail environment where my maketing skills can make a contribution the companies bottom line.

Career

Morgans retail shop

SALES ASSISTANT August 2008 - present

Assisting shop customers to find the products that they are looking for. Involved in giving advice as well as prouct information and also demonstrations.

Skills

- Friendly personality and lots of physical stamina.
- Aware of the general retail market environment.
- Excellent communication and marketing skills.
- Able to work as part of a team.
- Can quickly identify sales opportunities.
- Keeping infomred of all store promotions.

Academic

A levels: Maths (C) English (B) Geography (C)

Leicester Sixth Form College 2006 - 2008

References

Available on request.

Software programmer
Resume

PERSONAL SUMMARY

A proactive and committed individual who is highly efficient and has excellent organisational skills. Having comprehensive experience of programming and also the required relevant academic qualifications. Able to play a key role throughout the life cycle of a project and thereby ensure quality solutions meet business objectives.

WORK EXPERIENCE

IT company
SOFTWARE PROGRAMMER 2008 - Present

Working as part of a team developing and also implementing new programmes & technology. Also involved in analysing performance as well as testing software and reporting to senior managers.

KEY SKILLS

- Fluent in Microsoft technologies & competencies.
- Ability to work well under pressure & to deadlines.
- Excellent communication skills & abilities.
- Comprehensive knowledge of MySQL.
- Database experience.
- Supporting existing software users.
- Thoroughly investigating IT problems.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Science
NUNEATON UNIVERSITY 2005 - 2008

A levels: Maths (A) English (B) Physics (C) Geography (B)
BIRMINGHAM COLLEGE 2003 - 2005

PERSONAL

Tony Dean, Dayjob Ltd, 120 Vyse St, B18 6NF - www.dayjob.com

Alan Smith

146 Made Up Road Birmingham B5 3LP
Tel: 0121 233 5544 Mobile: 0776 444 2233 Email: alan.s@youremail.com

Personal summary

A competent and committed credit controller with valuable experience of working in the finance departments of major companies. Knowledge of developing, implementing and maintaining effective and professional credit control systems.

Highly focused on issues such as reviewing a companies credit control procedures and developing and implementing enhancements where required. A consistent track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing productivity, all to tight time scales and within budget. Looking to join a reputable organisation that offers excellent opportunities for progression and development.

Career history

Marstons Engineering – Birmingham
CREDIT CONTROLLER April 2010 - Present

Responsible for assessing the risk on new accounts by way of the credit information provided, reading financial accounts and establishing trading histories. Also responsible for managing the money loaned to or owed to the business and involved in all the stages of arranging loan facilities, payments and debt recovery.

Duties:

- Making checks with banks about a potential customer's credit rating.
- Having to make decisions as to whether to offer credit to a client.
- Arranging the terms and conditions for any financial agreements.
- Ensuring any payments are made on time.
- Involved in the re-negotiating of agreements.
- Updating customer records & ensuring that administrative records are up to date.
- Identifying accounts that will require special attention or investigation.
- Visiting customers and travelling to business meetings.
- Sending out copy invoices, monthly statements and cash allocations.
- Manipulating data on excel and running age debt reports.

Roberts floor supplies - Solihull
FINANCIAL CONTROLLER May 2008 – March 2010

Was responsible for developing the companies credit policy after consulting with other departments like, sales and purchasing. Ensured that the company was up to date with new credit management procedures and techniques.

Duties:

- Arranged and set up Direct Debit payment systems.
- Investigated misallocated cash and monies gone missing.
- Wrote detailed reports for the credit manager.
- Stopped the supply of goods or services to overdue accounts.
- Completed monthly and weekly reconciliations.
- Monitored retention balances.

- Corresponded with customers to negotiate clearance of their arrears.
- Followed up on final warnings sent to customers after suspension of services.
- Ensured projects run to schedule and budget.
- Raised sales invoices.
- Allocated cash received.
- Wrote cash flow forecasting reports.

Experience

Personal

- Able to work under pressure and to meet deadlines.
- Supervising and monitoring the work of junior staff in a credit team.
- Co-ordination and planning activities for a perpetual inventory system.
- Excellent communication skills and commercial acumen.
- Able to make sound financial decisions.
- Having a hands on approach to day to day functions and activities.

Financial

- Experience of dealing with clients who have gone bankrupt.
- IT literate and able to use the latest financial software tools.
- Knowledge of credit law and also in-house systems.
- Setting and monitoring credit limits.
- Possessing a good understanding of Sage Line 50, Oracle, Word and Excel.
- Able to undertake complex reconciliations.
- Experience of credit information, credit insurance and debt collection agencies.
- Ability to develop a companies credit policy.
- A proven track record in achieving credit control collection targets.
- Experience of high volume collections.
- High attention to detail.
- Monitoring bad debts.
- Ability to produce accurate MI (Management Information).

Academic

Garthamlock Secondary School, Glasgow - September 2003 – May 2008

A' Levels:
Maths A
English B

CSA/City & Guilds Diploma for the Debt Collecting Industry
HND in Business and Finance

References

Available on request.

Gary White

Customer care

AREAS OF EXPERTISE

Customer service

Complaint resolution

Customer retention

Product knowledge

Telephone manner

Administrative duties

IT skills

PROFESSIONAL

ECDL

First Aid Certificate

PERSONAL SKILLS

Reliable and consistent

Flexible attitude

Communication skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well mannered, articulate and hardworking customer care advisor who has invaluable experience of providing a professional and efficient service to customers. Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care. Excellent client facing and configuration skills and a strong team player with an appreciation and understanding of the importance of customer care as a function within a business.

Ready and qualified for the next stage in my career and looking forward to making a significant contribution to the growth of a ambitious company.

WORK EXPERIENCE

Insurance Brokers – Coventry
CUSTOMER CARE June 2008 - Present

Taking enquiries from and also providing help and advice to customers using the companies products or services. Aiming to build long-term relationship with customer.

***Duties**:*

- Managing all retail and online related customer contacts.
- Providing quality responses to customer contacts in person, telephone & email.
- Dealing with enquiries & answering calls from new and existing customers.
- Suggesting solutions to customers in a positive manner.
- Dealing with all escalated complaints and enquiries efficiently and effectively.
- Communicate promptly any information to customers about their orders.
- Helping customers to register online and/or to process their orders.
- Giving customers information about company services and products.
- Building relationships with customers.
- Recording all queries and making notes on logging software.
- Resolving assigned incidents within pre-agreed timescales.
- Familiar with all with Microsoft packages.
- Handling difficult and aggressive customers in a professional manner.
- Assisting the finance Department with customers on security checks.

KEY SKILLS AND COMPETENCIES

- Having a clear voice and a excellent telephone manor.
- Able to work on own initiative as well as part of a team.
- Excellent spelling and grammar and a flexible hard working attitude.
- Excellent listening and verbal communication skills.
- General insurance procedural / product knowledge and also: DPA, FSA & TCF.
- Understand the regulatory, fair trading and competition rules relating to customer service.

ACADEMIC QUALIFICATIONS

BA (Hons) Business Administration
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Amir Khan

Customer services advisor

AREAS OF EXPERTISE

Client relations

Sales support

Client retention

Customer relations

Event organisation

Supply chain

Administration

Cold calling

CAREER STATEMENT

"I feel that my greatest strengths are my ability to develop and maintain a close working relationship with my customers. This allows me to gain a in-depth understanding of their individual needs and requirements. I can then deliver a professional response to them."

Amir Khan

PERSONAL SUMMARY

An experienced customer services executive with many years of invaluable experience working in the customer support departments of leading UK companies. Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with allocated customers.

Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service whilst at the same time ensuring the highest level of sales for the company.. Presently looking for a customer services advisor position with a reputable company.

CAREER HISTORY

Classic Furniture Supplies - Watford
CUSTOMER SERVICES ADVISOR August 2009 - Present

Providing support, help and advice to customers who use the companies products or services. Also responsible for arranging appointments, meeting with potential customers, explaining our products, answering questions, writing up orders, and asking for recommendations.

Duties:
- Dealing with customer enquiries by telephone, email, letter or face to face.
- Ensuring that a customers problem is brought to a satisfactory conclusion.
- Involved in developing a customer service policy.
- Collecting and analyzing data to monitor the level of customer service.
- Making sure that all Health and Safety procedures are adhered to.
- Completing all administrative tasks and updating records.
- Occasionally having to work in the company call centre.
- Ensuring all telephone calls are answered within a 15 second time frame.
- Booking appointments for sales representatives to visit potential customers.
- Using Word & Excel to write reports and create invoices.
- Maximising every sales enquiry.

Coopers Kitchen Showroom - London
CUSTOMER SERVICE REPRESETATIVE June 2007 – August 2009

Working as part of a team in a busy and dynamic contact centre. Was involved in developing the companies sales strategy and pricing policy. Responsible for responding effectively to the diverse needs of each customer.

Duties:
- Ensuring the company store presents itself to a high standard of customer service.
- Answering all email enquiries within 15 minutes.
- Re-directing phone calls to the appropriate person.
- Provide assistance and support to the Supply Chain as and when required.
- Contributed to and participated in team meetings and activities.
- Welcomed and assisted visitors to the company offices.
- Logged enquiries and resolutions on a database.
- Offered customers alternatives and up-selling.

ROFESSIONAL

First Aid Certificate

European Computer Driving Licence (ECDL)

French

German

PERSONAL SKILLS

An eye for detail

Excellent communicator

Tactful & articulate

Problem solving

Excellent organisational skills

Team player

PERSONAL DETAILS

Amir Khan
89 Anywhere Road
Watford
W3 7RD

T: 0207 000 9999
M: 0777 777 3333
E: amir.k@emaladdress.co.uk

DOB: 24/08/1986
Driving license: Yes
Nationality: British

KEY COMPETENCIES AND SKILLS

Professional

- Understanding of and commitment to the implementation of equal opportunities.
- Knowledge of health and safety issues.
- Developing customer service procedures, policies & standards.
- Extensive knowledge of call logging software.
- Experience of Microsoft software like Word, Excel and PowerPoint.
- Producing written information for customers and reports for managers.
- Making recommendations to senior managers to improving customer service.
- Able to train, monitor and supervise junior or new staff.

Personal

- A good level of written and verbal communication skills.
- Able to quickly gain extensive knowledge of a company products & services.
- Possessing a confident and articulate telephone manner.
- Experience of working shifts, early mornings, afternoons, weekends & nights.
- Adaptive to change and ability to multi-task.
- Able to work as part of a team and in a busy telephony environment.
- Committed to promoting high quality standards at all times.
- Flexible and adaptable.
- Ability to stay calm under pressure.
- Able to react quickly and effectively when dealing with challenging situations.

ACADEMIC QUALIFICATIONS

Watford College, Watford 2006 - 2007

A' Levels:

Maths	B
English literature	A
Physics	B
Geography	D

St Mathews Secondary School, Watford 2002 - 2006

GCSE's:

English	C
Maths	C
Science	A
Technology	B

REFERENCES – Available on request.

Gary White

Data analyst

AREAS OF EXPERTISE

Database administration

Data management

Data cleaning

SAS, SQL, SPSS

Relational databases

Database marketing

Data warehousing systems

Data analysis

PROFESSIONAL

NVQ in Business Improvement Techniques

PERSONAL SKILLS

Analytical

People skills

Evaluating

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright, talented and self-motivated data analyst who has excellent organisational skills, is highly efficient and has a good eye for detail. Has extensive experience of assisting in the development and upgrading of database systems and analytical techniques. Able to play a key role in analysing problems and come up with creative solutions as well as producing methodologies and files for effective data management. A quick learner who can absorb new ideas and can communicate clearly and effectively.

Now looking for a suitable data analyst position with a ambitious company.

WORK EXPERIENCE

Consumer Energy Provider – Coventry
DATA ANALYST June 2008 - Present

Collecting, collating and carrying out complex data analysis in support of management & customer requests. Also involved in reporting statistical findings to work colleagues and senior managers.

Duties:

- Manipulating, cleansing & processing data using Excel, Access and SQL.
- Responsible for loading, extracting and validation of client data.
- Liaising with end-users and 3rd party suppliers.
- Analysing raw data, drawing conclusions & developing recommendations
- Writing T-SQL scripts to manipulate data for data loads and extracts.
- Developing data analytical databases from complex financial source data.
- Performing daily system checks.
- Data entry, data auditing, creating data reports & monitoring all data for accuracy.
- Designing, developing and implementing new functionality.
- Monitoring the automated loading processes.
- Advising on the suitability of methodologies and suggesting improvements.
- Carrying out specified data processing and statistical techniques.
- Supplying qualitative and quantitative data to colleagues & clients.
- Using Informatica & SAS to extract, transform & load source data from transaction systems.

KEY SKILLS AND COMPETENCIES

- Attention to detail & ability to work in a pressurised time sensitive environment.
- Experience running complex and high volume ETL processes.
- Exposure to MIS/data warehouse applications.
- Checking of supplied data for sense, consistency and accuracy.
- Sound understanding of relational, object and dimensional databases.
- Extensive experience with SQL/Server T-SQL, DTS/SSIS & Excel 2003/2007.

ACADEMIC QUALIFICATIONS

BSc (Hons) Mathematical Science with Statistics
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Data entry

AREAS OF EXPERTISE

Typing skills

Data entry skills

Data management

Data mining

Processing data

Evaluating information

Database administration

PROFESSIONAL

New CLAIT

ECDL

PERSONAL SKILLS

Accuracy

Methodical

Attention to detail

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright, talented and hard working data entry clerk with an ability to methodically and accurately input, manage and manipulate large volumes of data. Having effective organisational skills and proficiency with administrative and practical tasks. Able to implement new effective data inputting ideas and techniques as well as understanding that data is only valuable if it is accurate, up to date and useable. An excellent communicator, who can relate well with colleagues at all levels and is able to work well as part of a team and as a individual.

Now looking for a suitable data entry position with an ambitious company.

WORK EXPERIENCE

Data Processing Company – Coventry
DATA ENTRY CLERK June 2008 - Present

Working as part of a team in a busy office environment processing, cleaning and then imputing data. Accurately entering the business names , addresses and financial details of on businesses and individuals.

Duties:

- Ensuring report tables and listings accurately reflect data within a database.
- Entering data accurately onto computerised databases & Excel spreadsheets.
- Locate and correct data entry errors.
- Lifting of files and boxes containing paper records.
- Maintain logs of activities and completed work.
- Ensuring documents meet required quality standards.
- Compiling, coding, categorizing, calculating, tabulating and auditing data.
- Handling inbound telephone queries from colleagues / clients regarding data .
- Data manipulation in Excel spreadsheets.
- Occasionally carrying out various administration tasks like, photocopying, filing.
- Reviewing validation output and performing specified manual checks on the data to ensure consistency and completeness.

KEY SKILLS AND COMPETENCIES

- Excellent knowledge of Excel & other specialist database tools & software.
- Computer literate with extensive IT knowledge.
- Experience of using a scanner and working with TIFF image files.
- Experience working with Sage systems.
- Enthusiastic, flexible and capable of working on own initiative.
- Comprehensive understanding of the Data Protection Act.
- An ability to work to deadlines whilst ensuring accuracy and efficiency.
- Capable of working in a manner conducive with the production of high quality data.
- Able to work fast and also accurately.

ACADEMIC QUALIFICATIONS

ICT Basics and Information Technology (City & Guilds)
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Susan Greene

Database administrator

AREAS OF EXPERTISE

Microsoft SQL Server 2000 – 2005 - 2008

Disaster recovery

SQL skills

Sybase

Oracle DBA

Data cleansing

Data Warehouse tools

PROFESSIONAL

Microsoft Certified Database Administrator

ISEB Certificate in Data Protection

PERSONAL SKILLS

Attention to detail

Good analytical skills

Goals orientated

PERSONAL DETAILS

Susan Greene
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: susan.g@emaladdress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An experienced IT professional with database & Unix administration skills across both Oracle and MS SQL. Having the ability to take the technical lead in projects and supporting technical implementation whilst working on multiple products. Currently working in a demanding production support environment managing large volumes of business critical data. A committed team player, self motivated with the ability to communicate at all levels.

Presently looking for a suitable database administrator position with a responsible company.

WORK EXPERIENCE

IT Consultancy Firm – Coventry
DATABASE ADMINISTRATOR June 2008 - Present

Responsible for the technical and administration aspects of the companies Oracle and SQL Database infrastructure. Also the first point of call for providing technical support as well as specialist technical input.

Duties:

- Installing and maintaining databases.
- Administration of the database including performance monitoring and tuning.
- Taking part in the preparation and execution of technical tests.
- Populating a database with new information or transfer existing data into it.
- Creating back up copies of data.
- Daily maintenance of firewall protection and file security.
- Development of web based interfaces for Oracle databases and web applications.
- Responsible for database security and also preventing data loss.
- Identifying and escalating immediately any risks to the database service.
- Involved in the design of physical database schema, data modeling, and performance tuning.

KEY SKILLS AND COMPETENCIES

- Able to effectively communicate technical data to non technical colleagues.
- Experience of Oracle Application Servers, SAN, NAS, XMLDB.
- Able to plan the structure of a database.
- Experience with RAC, ASM, instance tuning and SQL tuning.
- Have an excellent knowledge of PHP, SQL, XHTML, CSS and JavaScript.
- Ability to multi task & prioritise under ever changing & challenging workloads.
- Ability to quickly understand complex problems and devise effective solutions.
- Experience of working on Oracle 9i/10/g/11g server infrastructures.
- Knowledge of OEM, Diagnostic, Tuning, Configuration and Change Management Packs.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Science
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Delivery driver

AREAS OF EXPERTISE

Transportation industry

Route knowledge

Van maintenance

Mechanical skills

IT skills

Traffic laws

Health & safety

Documenting/Recording Information

PROFESSIONAL

First Aid Certificate

PERSONAL SKILLS

Punctual

Reliable

Attention to detail

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An enthusiastic, bright and capable delivery driver who is experienced enough to be able to drive for up to 8 hours a day collecting and delivering parcels and stock. A quick learner who can absorb new ideas, communicate clearly and who also possesses a good team spirit and is deadline orientated. Having a proven ability to use automatic routing or location software and to provide a efficient and prompt delivery service.

Currently looking for a suitable delivery driver position that offers variety and the opportunity to develop both personally and professionally.

WORK EXPERIENCE

Kitchen Wholesaler & Supplier – Coventry
DELIVERY DRIVER June 2008 - Present

Working as part of a wider store team, driving vehicles to transport stock & merchandise to & from the warehouse to specified customer destinations. Also responsible for scheduling delivery times & presenting bills & collecting payments.

Duties:

- Making deliveries to our business premises and also customer's homes.
- Driving vehicles on scheduled routes to pick up and then deliver stock.
- Completing the correct documentation when booking goods in & out for delivery.
- Maintaining the delivery vehicles cleanliness both inside and out.
- Verifying the contents for delivery against delivery papers.
- Assisting to identify new leads and generate new business opportunities.
- Driving in in heavy traffic and unsociable hours.
- Report delays, accidents, or other traffic situations to managers.
- Delivering a friendly and professional service to customers.
- Manually lifting & carrying stock to from the vehicle to a customers premises.
- Driving safely whilst obeying all traffic laws and regulations.
- Having a positive attitude and a desire and willingness to learn.
- Obtaining customer signatures on delivery paperwork.
- Providing help and advice to customers and colleagues.
- Responsible for the accuracy and safety of all loads carried.
- Reporting any mechanical problems of deficiencies with the van.
- Completing vehicle inspection including: gas, oil, water, tires and lights.
- Communicating effectively with customers to build strong working relationships.

KEY SKILLS AND COMPETENCIES

- Driving experience within a multi drop or multi collection role.
- Able to pass our rigorous security checks and procedures.
- Prepared to work long hours on delivery days.

ACADEMIC QUALIFICATIONS

NVQ in Road Passenger Vehicle Driving
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Mary Canning

Dentist

AREAS OF EXPERTISE

Oral surgery

Crown and bridgework

Orthodontic treatment

Teeth whitening

Cosmetic dentistry smile re-designing

Administration

Marketing dental services to potential clients

PROFESSIONAL

GDC registered

Full indemnity insurance

PERSONAL SKILLS

Able to concentrate for long periods

Attention to detail

Communication skills

PERSONAL DETAILS

Mary Canning
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: mary.c@emaladdress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident communicator who can relate well to dental patients. Having a proven ability to ensure that dental practices in a surgery are continuously updated to provide first rate care to patients and their families. A confident healthcare professional with a long track record of successfully diagnosing and treating patients' dental conditions. Able to work as part of the dental team, and has a flexible approach to work.
Looking for a General Dentist opportunity to work with a forward thinking and highly regarded dental organisation.

WORK EXPERIENCE

Dental Practise – Coventry
GENERAL DENTIST June 2008 - Present

Working in a busy surgery providing a full range of dental treatment to patients to help them maintain oral health. Spending a significant amount of time standing and using specialist equipment. Working as part of a dental team, comprising of dental nurses, dental hygenists and dental health educators.

Duties:

- Providing professional dental service and care to patients.
- Examining a patients teeth and diagnosing their dental conditions.
- Dealing with routine appointments and check ups, taking impressions etc.
- Dealing with emergency cases like relieving a patients pain.
- Filling cavities, examining x rays, straightening teeth and repairing fractured teeth.
- Treating both NHS and private patients.
- Performing corrective surgery to extract teeth and replace missing teeth.
- Coordinating the surgery budgets & dealing with all aspects of financial control.
- Managing the training and development of staff.
- Updating a patients medical records.
- Diagnosing & treating conditions such as decaying teeth and gum disease.
- Reassuring anxious patients and clearly explaining procedures to them.
- Involved in dental examinations and treatments such as fillings and dental hygiene services.

KEY SKILLS AND COMPETENCIES

- Well presented and articulate.
- Experience of advising patients on diet, brushing & other aspects of dental care.
- Keeping up to date with the latest developments in dentistry.
- Able to wri
- Excellent listening, communication and interpersonal skills.
- Able to write prescriptions for antibiotics and other dental medication.

ACADEMIC QUALIFICATIONS

BSc (Hons) Dental Technology
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Design engineer CV

AREAS OF EXPERTISE

Product testing

Failure analysis

ProE & ProEngineer Wildfire

Modifying designs and re-testing

Design concepts

AutoCad

Mathematical modelling

Basic Stress Analysis

CAD/CAE software

PROFESSIONAL

NVQs in Engineering Maintenance

Engineering Council

PERSONAL SKILLS

Generating new ideas

Innovative

Focused

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly efficient, hardworking and talented design engineer with a comprehensive understanding of design processes and also manufacturing and construction methods. Experienced in all the design stages of a product, including research, development and manufacture right through to installation and final commissioning. Possessing a good team spirit, deadline orientated and having the ability to produce detailed technical specifications from client requirements.

Keen to find a challenging & suitable engineering position with a ambitious company that offers opportunities for career development and advancement.

WORK EXPERIENCE

Manufacturing Company – Coventry
DESIGN ENGINEER June 2008 - Present

Responsible for providing technical advice and direction to both external customers and internal engineering functions. Involved in product and process design of small components, large plant, machinery and vehicles.

Duties:

- Researching and developing ideas for new products and production systems.
- Using computer-aided design to create detailed designs and specifications.
- Liaising with customers and support agencies on file transfer issues.
- Control and maintain the design standard of the products.
- Providing design support at all stages of the design process.
- Develop and maintain project plans using MS Project for allocated tasks.
- Involved in creating and planning new production processes.
- Advising the purchasing department on tooling & product purchase & cost control.
- Visiting clients to conduct trial installations & offer technical expertise / solutions.
- Being a first line answering service for all customer technical questions.
- Improving the design, performance and efficiency of existing products.
- Writing professional progress reports for project managers and clients.
- Compile test qualification schedules and reports when required.
- Undertaking simple draft stress calculations, weight calculations.
- Considering issues such as cost, safety and time constraints.
- Communicating with customers and suppliers to resolve design issues.
- Checking drawings for accuracy and errors.

KEY SKILLS AND COMPETENCIES

- Comprehensive understanding of engineering and design principles.
- Understanding of computer-assisted design software i.e. 3D CAD.
- Able to work without supervision.
- Experience of tolerance analysis and manufacturing drawings.

ACADEMIC QUALIFICATIONS

MEng (Hons) Product Design Engineering
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Gary White

Dietitian

AREAS OF EXPERTISE

Food allergies

Nutritional issues

Eating disorders

Health promotion

Nutritional calculations

Menu analysis

Developing nutritional care plans

Nutrition screenings

PROFESSIONAL

Health Professions Council (HPC)

Advanced First Aid

PERSONAL SKILLS

Prioritisation

Concentration

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well presented, self motivated and confident dietitian with experience of assessing a patients' nutritional needs, then developing and implementing nutrition programs for them. Possessing the ability to communicate complex and sensitive information about dietary matters in an understandable form to patients. Having a proven track record of successfully promoting healthy eating habits to communities and suggest diet modifications to individuals.

Now looking to further an already successful career by working for a caring, reputable and ambitious organisation.

WORK EXPERIENCE

Healthcare Trust – Coventry
DIETITIAN June 2008 - Present

Working as part of a team & involved in providing a very high standard of specialist dietetic services in the community to patients & carers. Helping to translate the science of nutrition into everyday understandable information about food.

Duties:

- Supervising the preparation and serving of meals.
- Helping clients to make informed & practical choices about their food & health.
- Advising healthcare professionals, catering staff & nurses on nutritional matters.
- Assessing, treating and evaluating patients referred to the Dietetic Service.
- Ensuring that each patient has an individually tailored care plan to meet their needs.
- Involved in the dietary treatment of disease and health conditions.
- Liaising with nursing & catering staff to provide special therapeutic diets and feeds.
- Undertaking comprehensive assessment of a patients' nutritional condition.
- Writing reports and discharge summaries about patients for GPs.
- Instructing patients and carers clearly on what to eat and when.
- Involved in the formulation of departmental policies, standards and procedures.
- Contacting patients on an outpatient basis to ensure compliance of diet.
- Managing the weight of overweight patients.
- Collecting patient data for surveys, analysing it and producing reports.

KEY SKILLS AND COMPETENCIES

- Clinical knowledge of specialised prescribable dietetic products and medications.
- Experience of trialing and evaluating new and existing dietetic products.
- Experience in both hospital and community settings.
- Dealing with complex situations.
- Knowledge of infection prevention and control policies.
- Experience of working with the elderly, children, and individuals with special needs.

ACADEMIC QUALIFICATIONS

BSc (Hons) Nutrition and Dietetics
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

DJ

AREAS OF EXPERTISE

Event management

Technically competent

Humorous banter

Chat shows

Radio DJ

Live music mixes

Spinning

Ability to ad-lib

PROFESSIONAL

First Aid certificate

PERSONAL SKILLS

Clear speaking voice

Communication skills

Organisational skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well spoken, articulate and professional DJ with a clear voice, excellent communication skills and a good sense of timing and co-ordination. Experience of working on Radio, clubs and as a mobile DJ. Able to stay calm under pressure, work to strict deadlines as well as interact with the audience face to face or through phone-ins and receiving emails and texts.

Now looking for a new and challenging disc jockey position, one which will make best use of my existing skills and experience and also further my development.

WORK EXPERIENCE

Radio Station – Coventry
RADIO DJ June 2008 - Present

Employed for a local radio station full time and also P/T working at the weekends in a very popular and also busy nightclub. Playing a variety of music from 70's & 80's to modern and any other requests by listeners.

***Duties**:*

- Interviewing guests.
- Taking special requests from the audience via the phone and face to face.
- Hosting student nights and working as a mobile DJ.
- Choose some of the music to be played to the target audience.
- Making special announcements to a Club audience i.e. birthday best wishes etc.
- Promoting the nightclub or special promotions.
- Giving the weather forecast and reading the news over the radio.
- Preparing play lists.
- Using laptops and other computer software to play and edit music live.
- Managing finance and promotions.
- During the week working at weddings and family parties.

KEY SKILLS AND COMPETENCIES

- Smart fashionable appearance.
- Friendly, confident and outgoing personality.
- Extensive knowledge of the music industry.
- Can mix House, RNB/Hip Hop and Dancehall.
- Comprehensive knowledge of DJ equipment, lighting, speakers, lights & decks.
- Possessing a extensive collection of the latest and most popular music CD's.
- A keen personal interest in different genres of music.
- Can keep to a very tight timing schedule.
- Excellent knowledge of vinyl & CD turntables, microphones, amplifiers & sound mixers.

ACADEMIC QUALIFICATIONS

BA (Hons) Radio
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

David LLoyd

Document controller

AREAS OF EXPERTISE

Document management

Data entry

Office IT skills

Secretarial tasks

Archiving

Document Control

Data entry

PROFESSIONAL

Can speak Spanish

First Aid

PERSONAL SKILLS

Organising skills

Communication

Target orientated

PERSONAL DETAILS

David LLoyd
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: david.l@emaladdress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A document controller with a proven ability to establish and maintain an effective filing and archiving system for paper documents and electronic documents and files in accordance with company and archiving procedures. Possessing extensive knowledge of: electronic data management systems, supplier document controls, electronic filing systems, LCI/DFO final handover and also technical library (inc. codes and standards, and legislation) etc.

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable document controller position.

WORK EXPERIENCE

Fashion Store – Coventry
DOCUMENT CONTROLLER June 2008 - Present

Responsible for establishing and maintaining a effective document control systems. Ensuring that all design documentation is accurate, up to date and accurately distributed to relevant parties.

Duties:

- Maintaining a tracking facility to enable documents to be updated easily.
- Scanning in all relevant new documents.
- Checking despatch documents are accurate.
- Presentation and filing of documents and drawings.
- Responsible for maintaining hard copy information.
- Issuing and distributing controlled copies of information.
- Managing and maintaining a Meridian Document Control System.
- Provide advice on procedures of issue and methods in accessing the system.
- Ensuring all documents are as up to date as possible within electronic filing systems.

KEY SKILLS AND COMPETENCIES

- Strong IT, database and communication skills.
- Experience with document control packages such as Asite.
- Excellent interpersonal skills and a professional telephone manner.
- Utilizing a range of office software, including email, spreadsheets and databases.
- A comprehensive understanding of health and safety regulations.
- Ability to evaluate, prioritize, organize and delegate work schedules.
- Proven decision making skills.
- Able to react quickly and effectively when dealing with challenging situations.
- Assisting departments with queries on documentation requirements & submissions.

ACADEMIC QUALIFICATIONS

BA (Hons) Public Sector Administration
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Editor

AREAS OF EXPERTISE

Copy editing

Proof reading

Writing & editing

Commercial awareness

Editorial judgement

People management

Legal issues

PROFESSIONAL

NVQ Business and Administration

PERSONAL SKILLS

Creative and imaginative

Negotiating

Problem solving

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An innovative, competent and successful editor with experience of managing writing staff, overseeing the layout and content of articles as well as dealing with any related legal matters. Flexible in the ability to adapt to challenges when they arise while remaining aware of professional roles and boundaries. Having the ability to manage and develop staff whilst at the same time balancing any changing and potentially conflicting demands on resources.

Now looking for a new and challenging editorial position, one which will make best use of my existing skills and experience and also further my development.

WORK EXPERIENCE

Publishing Company – Coventry
EDITOR June 2008 - Present

Responsible for producing editorial articles that are entertaining, informative and newsworthy. Writing content for print media and online and ensuring the editorial content delivers the publications message and objectives.

Duties:

- Responsible for editorial development schedules, budgets & work allocation.
- Commissioning, creating, editing and publishing new content.
- Editing, producing and proof reading high quality written material.
- Creating fresh content for articles, features, blogs and also some video.
- Handling high profile accounts and contacts.
- Co-ordinating editorial procedures and maintaining editorial standards.
- Reading & reviewing published items to ensure they are of the highest quality.
- Liaising daily with journalists, typesetters, indexers and other freelancers.
- Assisting in the development and also implementation of production schedules.
- Acting as a face of publications during industry events, etc.
- Finding and nurturing new writing talent.
- Advising typesetters and also designers.
- Page checking and quality control.
- Commissioning new titles and also online supplements.
- Making sure titles publish on schedule and within budget.

KEY SKILLS AND COMPETENCIES

- Excellent negotiating, organising and time management skills.
- Ability to prioritise work effectively.
- Ability to think & view from a reader & audience perspective.
- Encouraging originality & inspired thinking from all employees & journalists.
- Excellent attention to detail and writing skills.
- In depth knowledge of online social media websites & SEO.

ACADEMIC QUALIFICATIONS

BA (Hons) English Literature with New Media Publishing
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Mike Collins

Electrical engineer

AREAS OF EXPERTISE

Electrical engineering

Software engineering

Quality Engineering

Maintenance programmes

Systems engineer

BMS Knowledge

Retail environment

PROFESSIONAL

IEE 17th Edition Certificate

NEBOSH

First Aid

PERSONAL SKILLS

Able to travel

Communication skills

Target orientated

PERSONAL DETAILS

Mike Collins
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: mike.c@emaladdress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A competent electrical engineer with a comprehensive knowledge of designing, developing and maintaining electrical systems and components to required specifications, focusing on economy, safety, reliability, quality and sustainability. A consistent track record of successfully completing projects from the concept and detail of the design through to implementation, testing and handover.

Having a comprehensive understanding of electrical health and safety regulations, Mike is currently looking for a suitable electrical engineering position.

WORK EXPERIENCE

Hillside Building & Electrical Contractors – Coventry
ELECTRICAL ENGINEER June 2008 - Present

Working closely with civil engineers, architects, engineering technicians and IT staff to ensure projects are delivered on time and within budget. Responsible for estimating material, construction, and labour costs, and project timescales.

Duties:

- Identifying customer requirements, making models and prototypes of products.
- Using computer-assisted engineering and design software.
- Attending meetings on site.
- Preparation of Electrical procedures for installation test & commissioning.
- Reading electrical design specifications and technical drawings.
- Organizing routine servicing schedules.
- Making sure all electrical engineering projects are fit for purpose.
- Liaising with and monitoring third party contractors.
- Negotiating with suppliers and purchase items at optimum cost.
- Attending meetings, writing reports and giving presentations to managers and clients.

KEY SKILLS AND COMPETENCIES

- Ability to prepare Operation & Maintenance Manuals.
- Experience/Qualification in the use of AMTECH Pro Design Software.
- Experience of working to British, European standards.
- Able to assist or instruct electricians and wiremen.
- Willing to be on a call out rota for emergency callouts.
- Strong decision-making skills and the ability to prioritize and plan effectively.
- Methodical approach to all tasks.
- Knowledge of Building Services.
- Ability and also willingness to work in all weather conditions.
- Excellent customer facing and communication skills.

ACADEMIC QUALIFICATIONS

BA (Hons) Retail Buying (fashion)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Wendy Harris

Electrician

AREAS OF EXPERTISE

Maintenance

Equipment selection

Safety protocols

Buildings construction

Estimating

Equipment testing

Health & safety legislation

PROFESSIONAL

Possess 17th Edition Wiring Regulations

NICEIC registered

City and Guilds 2391 'Inspection and Testing'

First Aid and CPR qualified

PERSONAL SKILLS

Methodical

Practical

Attention to detail

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@emaladdress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A time-served and suitably qualified electrician with extensive knowledge of electrical legislation, codes, and standards of practice. Experienced in installing, maintaining and testing electrical systems and equipment in domestic, commercial and industrial environments. Physically fit for demanding work and having own transport and willing to travel. Possessing an in depth knowledge of safety procedures for both construction and maintenance projects.

Now looking to further a successful career by working for an ambitious and expanding company.

WORK EXPERIENCE

Electrical Contractor – Coventry
ELECTRICIAN June 2008 - Present

Responsible for Installing, maintaining, d repairing electrical wiring, equipment, & fixtures. Making sure that all work done is in accordance with Health & Safety regulations. Also involved in advising clients and senior managers verbally or in writing on hazardous equipment and essential work that needs doing.

Duties:

- Using test equipment & hand tools to diagnose, locate & fix electrical problems.
- Checking & testing circuit breakers and replacing them where required.
- Responsible for costing and estimating commercial jobs, tenders and enquiries.
- Tracing, diagnosing and rectifying electrical faults.
- Carrying out electrical installation and maintenance work.
- Carrying out new project work, design and installation.
- Interpreting work instructions, drawings and schematic diagrams.
- Maintaining and repairing all electrical equipment.
- Connecting wires to circuit breakers, transformers and other components.
- Accountable for all electrical and general tasks relating to maintenance.
- Travelling to locations on site and working both indoor and outdoor.
- Using tools & testing equipment including oscilloscopes, ammeters & test lamps.
- Administrative work like maintaining records and files and preparing reports.
- Working on ladders, scaffolds, and roofs in retail outlets, pubs, local authorities and general commercial office buildings.

KEY SKILLS AND COMPETENCIES

- Ability to read and interpret wiring diagrams and floor plans.
- Able to communicate effectively at all levels and willing to learn new skills.
- Having a understanding of BS 5839 part 6 (design of fire detection installation).
- Good problem-solving skills for diagnosing electrical faults.
- Flexible approach to work & willing to work 12 hour shifts, nights & weekends.

ACADEMIC QUALIFICATIONS

City and Guilds 2330 Certificate in Electrotechnology Level 2 /3
Nuneaton North College 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Amanda Brown

English Teacher CV

AREAS OF EXPERTISE

Examination

Lesson planning

Grammar instruction

IT skills

Team work

Health & Safety

Working with children

CAREER STATEMENT

"I feel that my greatest strengths are my ability to understand and meet the needs of individual children and families. Having a clear understanding of the importance of confidentiality and being able to provide a stimulating, caring and consistent environment for pupils.."

Amanda Brown

PERSONAL SUMMARY

An articulate qualified English teacher who is able to effectively communicate with students from diverse backgrounds or varying degrees of ability. A committed and dedicated professional with a proven ability to teach, motivate and direct students to maximum performance by encouraging a positive and energetic environment.

Fully conversant with the English National Curriculum across Key Stages 3,4 and 5 and experience of exploiting technology in the classroom to make the most of the learning experience. Presently looking for a English teaching position with a progressive school.

CAREER HISTORY

Hillfields Secondary School - Milton Keynes
ENGLISH TEACHER April 2008 - Present

Teaching students how to read, write and speak English in a large and successful comprehensive. Providing a classroom presence and contributing to the positive ethos of the school. Putting students first by demonstrating energy, vision and creativity.

Duties:
- Teaching English Language & Literature from KS3, KS4 and Entry level.
- Helping pupils to define and identify different types of verbs.
- Tailoring English teaching methods to suit the needs of individual students.
- Planning, preparing and delivering lessons to a range of English classes.
- Conducting up to 5 classes in one day.
- Recording and monitoring a students attendance.
- Marking work and giving appropriate feedback to pupils.
- Devising and writing new curriculum materials.
- Preparing pupils for external examinations, such as GCSE and A-level.
- Managing pupils' behaviour in the classroom and on school premises.
- Administrating examinations.
- Preparing coursework for students and the class.

St Andrews School - Manchester
SUPPLY TEACHER June 2006 – March 2008

Creating a classroom atmosphere which is comfortable and at the same time stimulating, thereby helping students to grasp grammar and furthering their knowledge of literature.

Duties:
- Helping pupils to improve their conversational English.
- Taught SEN and small low ability groups.
- Putting up displays in the classroom.
- Liaising with other professionals such as educational psychologists.
- Keeping parents and carers updated about their child's progress.
- Organising school trips and sports events.
- Arranging homework for schoolchildren.
- Stressing the importance of context to language learning.

PROFESSIONAL

Relevant First Aid Certificate

Basic Food Hygiene Certificate

CRB cleared

Paediatric First Aid

Qualified Teacher Status

PERSONAL SKILLS

An eye for detail

Excellent communicator

Tactful & articulate

Problem solving

Excellent organisational skills

REFERENCES

Available on request.

PERSONAL DETAILS

Amanda Brown
82 Anywhere Road
Milton Keynes
M5 699

T: 01432 888 7722
M: 0779 7755 111
E: amanda.b@emailaddress.com

KEY COMPETENCIES AND SKILLS

Teaching skills and Personal attributes

- Discussing course objectives, expectations & homework policies with pupils.
- Breaking classrooms down into smaller more manageable groups.
- Focusing on teaching basic verb identification.
- Able to communicate effectively both verbally and in writing.
- Flexible and adaptable.
- Considerate and patient.
- Enjoy working with children and young people.
- Can involve and inspire students from all levels.
- Can form quick and productive relationships with pupils and staff.
- Able to stay calm in all situations.
- Can assimilate within a department and school quickly and effectively.

Professional

- Able to use computer-assisted educational resources.
- Researching new topic areas and maintaining up-to-date subject knowledge.
- Able to teach vulnerable and sometimes challenging students.
- A committed and organised professional.
- Experience of the independent sector and of teaching A levels.
- Fully aware of diversity and cultural issues.
- Able to teach across all key stages.
- Contacting parents and outside agencies to resolve a pupils problems.

ACADEMIC QUALIFICATIONS

East Anglia University 2003 - 2009

BA (Hons) Modern Languages

Mathew Secondary School, Manchester 2001 - 2003

A' Levels:

Maths	A
English literature	C
Geography	B

Gary White

Estate agent

AREAS OF EXPERTISE

Residential letting

Property valuations

Sales negotiating

Property lettings

Marketing

Customer service focus

Commercial buildings

PROFESSIONAL

Diplomas in Residential Estate Agency (NAEA)

PERSONAL SKILLS

Energetic

Positive personality

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled estate agent with good all-round marketing skills and a solid background in property sales. Very capable with the ability, drive and determination needed to succeed in winning business and creating opportunity. Extensive knowledge of collecting information about a property, estimating its value and then promoting it for sale. An excellent communicator who can relate well with people at all levels and has the flexibility of working well as part of a team or individually.

Now looking for a new and challenging position with a ambitious estate agency.

WORK EXPERIENCE

Estate Agency & Property Letting Firm – Coventry
ESTATE AGENT June 2008 - Present

Using local knowledge when marketing properties to potential buyers or tenants and then negotiating with them on behalf of client. Making sure all properties meet legal and health and safety requirements, i.e. gas safety certificates.

Duties:

- Meeting and greeting clients visiting the offices.
- Telephone sales - taking part in ring out sessions.
- Generating appointments for viewings, mortgage advisors, valuations.
- Negotiating with potential sellers and also buyers.
- General office administration duties: photocopying, filing etc.
- Referring & introducing potential clients to the agencies Mortgage Consultant.
- Following up business leads.
- Preparing professional looking sales brochures and promotional information.
- Liaising by phone, email and letter with solicitors, building societies & surveyors.
- Marketing by phone & letters properties to potential buyers or tenants.
- Projecting a professional image of the agency to the public.
- Visiting vacant and inhabited properties and inspecting them.
- Comparing a property to others in the area then estimating its value.
- Compiling Home Information Packs.
- Pointing out a properties best features to buyers and answering their questions.
- Advising clients on which properties to buy or let.
- Writing up tenancy agreement contracts.
- Commercial awareness and a good feel for the property market.

KEY SKILLS AND COMPETENCIES

- Setting and reviewing performance standards.
- Comprehensive knowledge of property values, law and financing.
- Ability to inspire trust and confidence in clients and buyers.

ACADEMIC QUALIFICATIONS

BSc (Hons) Estate Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Events coordinator

AREAS OF EXPERTISE

Events planning

Scheduling facilities

Public relations

Table planning

Marketing

Project management

Operations coordinating

PROFESSIONAL

Understanding Stewarding at Spectator Events (City & Guilds)

First Aid Certificate

French speaker

PERSONAL SKILLS

Drive

Energetic

Enthusiasm

Team player

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly competent, capable and resourceful events coordinator with good all round experience of event development, management and marketing. Self-motivated, enthusiastic and with a can-do positive attitude with a proven ability to ensure the smooth running of each event hosted. Experienced in budget management and hosting annual conferences, receptions and promotional events. Ability to keep a level head at all times and considers no job too big or too small.

Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to further develop my potential.

WORK EXPERIENCE

Conference Organising Company – Coventry
EVENTS COORDINATOR June 2008 - Present

Planning & organising all practical aspects of events i.e. catering, audio visual, room set up, car parking, security & cleaning. Managing key supporter relationships with significant individuals & also identifying opportunities to up sell.

Duties:

- Developing, organising, planning and promoting a range of large scale events.
- Reviewing and sourcing the locations where the event is to be held.
- Creating promotional material for the event & distributing it to the target audience.
- Arrange security and advise on health and safety issues.
- Preparing and managing budgets for the event.
- Ensuring adequate staff are available for the event.
- Creating a table sales database for all events.
- Post event tasks, managing evaluation form analysis, thank you emails.
- Identifying opportunities to up sell.
- Taking provisional bookings & obtaining written confirmation.
- Liaise and negotiate with suppliers such as florists and external caterers.
- Assisting with direct marketing initiatives and promotional activities.
- Conducting a follow up analysis of events.
- Maintaining an inventory of facility & equipment used.
- Building good client and sponsor relationships.
- Sending out accurate client contracts and ensuring they are signed & returned within appropriate deadlines.

KEY SKILLS AND COMPETENCIES

- Ability to work under pressure and meet tight deadlines.
- Very good interpersonal and presentational skills.
- Experience of organising conferences, weddings and banqueting events.
- Well presented, attention to detail and excellent time management skill.

ACADEMIC QUALIFICATIONS

BA (Hons) Event Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Events manager

AREAS OF EXPERTISE

Delegate management

Event logistics

Event reporting

Venue search

Managing supplies

Budget management

Venue marketing

Project management

Corporate hospitality

PROFESSIONAL

First Aid Certificate

Health & Safety Certificate/Training

PERSONAL SKILLS

Highly articulate

Resourceful

Multi-tasking

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well presented, highly personable and efficient events organiser with an ability to work independently in a changing and multi-tasking environment with numerous and competing deadlines. Having a strong customer service orientation and delivery focus and a active commitment to continuous improvement and quality standards. Excellent communication skills and comfortable working in a fast paced, hands-on, growth orientated work environment.

Currently looking for a managerial position that offers variety and the opportunity to develop both personally and professionally.

WORK EXPERIENCE

Hospitality Company – Coventry
EVENTS MANAGER June 2008 - Present

Liaising with clients to ascertain their precise event requirements. Working closely with key stakeholders at every level of the business to ensure the effective delivery of events.

Duties:

- Responsible for revenue generation and also encouraging repeat business.
- Working closely with exhibition organisers, stand designers and contractors.
- Developing, implementing and managing events.
- Organising trade fairs, conferences, away days, product launches.
- Managing all group rooms and banqueting processes and procedures.
- Liaising with clients at a high level.
- making sure that insurance obligations are adhered to.
- Overseeing procurement of catering, audiovisual, security & rental needs.
- Managing relationships with sponsors.
- Preparing delegate packs and promotional material.
- Maintaining a calendar of events for effective long term planning & management.
- Supervising & coordinate the activities of personnel, subcontractors & vendors.
- In charge of accommodation, schedules, travel, day plans and registration procedures.

KEY SKILLS AND COMPETENCIES

- Experienced in running events for up to 1,000 delegates.
- Ability to delegate.
- Able to work effectively with different personalities.
- Can work effectively on several projects simultaneously.
- Aware of health & safety, disability access regulations and legislation.
- Experience of organising events, targeted at corporates, foundations and trusts.
- Demonstrated ability for accuracy and thoroughness.
- Able to work under pressure and as part of a team.

ACADEMIC QUALIFICATIONS

BA (Hons) Business Management
Nuneaton University 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry College 2000 - 2006

REFERENCES – Available on request.

Lynn Cooper

Facilities manager

AREAS OF EXPERTISE

Property management

Space management

Buildings and grounds

Procurement and contracts

Health & safety

Soft / hard facilities management

Maintenance

PROFESSIONAL

NEBOSH

Certificate in Managing Safety

PERSONAL SKILLS

Organised

Communication skills

Flexibility

PERSONAL DETAILS

Lynn Cooper
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: lynn.c@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A experienced facilities manager from a electrical engineering background, with invaluable managerial experience. Highly focused with a comprehensive knowledge and understanding of various sectors such as operations, estates, technical services, asset or property management. A consistent track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing productivity.

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable facilities manager /consultancy position.

WORK EXPERIENCE

Coventry Community Housing – Coventry
FACILITIES MANAGER June 2008 - Present

Organizing and planning essential central services such as reception, security, maintenance, mail, archiving, cleaning, catering, waste disposal and recycling.

Duties:

- Responding appropriately to tenant's emergencies or urgent issues as they arise.
- Coordinating and leading a team or teams of staff to cover various areas.
- Responsible for the management of services and processes.
- Responsible for building maintenance repairs and services.
- Managing, scheduling and coordinating assigned real estate services.
- Comparing costs for required goods / services to achieve maximum value.
- Planning best allocation and utilization of space & resources for new buildings.
- Checking that agreed work by staff or contractors has been completed satisfactorily.

KEY SKILLS AND COMPETENCIES

- Able to liaise with tenants of commercial and residential properties.
- Preparing documents to put out tenders for contractors.
- Liaising with relevant government agencies as required.
- Keeping senior management informed of all changes in my areas of responsibility.
- Able to liaise with Space Planner, HSE, Security, Sub-Contractors etc.
- Experience of recruitment, induction and training of a Maintenance team.
- Control of a Facilities P&L with responsibility for managing budgets and costs.
- Liaise with and source suppliers for maintenance services.
- Overall responsibility for security on all sites.
- Responsible for site maintenance like: HVAC, Electrical, Fire Alarms, FFE, Building/Civil Works etc.

ACADEMIC QUALIFICATIONS

BA (Hons) Management Studies
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Finance assistant

AREAS OF EXPERTISE

Reporting financial information

Reconciliation

Routine accounting tasks

Interpreting financial data

IT skills

Debtor chasing

Variance analysis

PROFESSIONAL

ECDL

Studying towards ACCA

PERSONAL SKILLS

Data entry

Numerical skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An enthusiastic finance assistant with drive, determination and experience of working in a busy Finance department providing support to management accountants. Possessing excellent numerical & data entry skills along with a comprehensive understanding of commercial, administrative and accounting procedures. Having a proven ability to ensure that day to day work is carried out in line the agreed policies and procedures and quality standards.

Keen to find a challenging finance assistant position with a ambitious and exciting company where I will be able to continue to increase my work experience & develop my abilities.

WORK EXPERIENCE

Accounting Consultancy – Coventry
FINANCE ASSISTANT June 2008 - Present

Responsible for developing weekly and monthly financial reports showing analysis of the financial accounts. Identifying and recommending modifications to existing procedures or the production of new systems to improve efficiency.

Duties:

- Supporting Management Accountants as required.
- Daily inputting of sales & purchase invoices to the finance system.
- Identifying and promoting cost-reducing measures.
- Control of authorization and payment of purchase invoices.
- General ledger maintenance & purchase & sales ledger data entry.
- Updating & entering journals for sales revenue and other transactions.
- Processing of sales invoices, expense & credit card claims.
- Reconciliation of sales ledger accounts.
- Maintenance of old debt accounts.
- Train other Finance Assistants with new areas of work.
- Assisting in the filing of Tax returns & VAT returns.
- Filing, archiving & photocopying of invoices, statements and correspondence.
- Ad hoc analysis of costs and revenue generation figures.
- Involved in preparing and delivering capital expenditure plans.
- Logging, investigating and resolving supplier invoices under query.

KEY SKILLS AND COMPETENCIES

- Experience of working to tight deadlines with limited resources.
- Highly organised, proactive, hardworking, focused, & have attention to detail.
- Experience in managing large quantities of data.
- Experience of SAGE line 50 & Microsoft Excel.
- Strong awareness of banking sector.

ACADEMIC QUALIFICATIONS

BA (Hons) Accounting & Taxation
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Tracy Cooper

Finance Director

AREAS OF EXPERTISE

Financial project management

Financial Accounting

Strategic business reviews

Cash flow management

Asset management

Financial performance

Corporate financial affairs

PROFESSIONAL

Prince II Practitioner

MBA

ACCA

PERSONAL SKILLS

Team player

Troubleshooting

Attention to detail

PERSONAL DETAILS

Tracy Cooper
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: tracy.c@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A fully qualified finance director with experience of leading financial strategies to facilitate a companies ambitious growth plans. A proven ability to constantly challenge and improve existing processes and systems. Possessing excellent communication skills and having the ability to communicate professionally with clients and colleagues on detailed financial issues.

Easy going by nature, and able to get along with work colleagues and managers, currently looking for finance director or consultant position with a ambitious company.

WORK EXPERIENCE

Hillary Financial Consultancy Services – Coventry
FINANCE DIRECTOR June 2008 - Present

Managing, Analyzing and reporting to executives and directors on: key performance indicators, business risks, business objectives, influences on past and future performance,

Duties:

- Responsible for the financial planning and management of projects.
- Managing the financial day to day operational aspects of a project.
- Reporting to the Heads of Departments.
- Responsible for the oversight and delivery of annual budgets.
- Expenditure tracking, operating budgets and long range financial plans.
- Managing up to 10 administrative and financial staff.
- Implementation of new corporate financial procedures to ensure best practice.
- Measuring financial risks.
- Working with various departments of the business to help them plan their budgets.

KEY SKILLS AND COMPETENCIES

- Providing direction and leadership to planning and accounting staff.
- Knowledge of: Balance Sheets, Profit Measurement, Cash Flow statements.
- Carrying out investment appraisals.
- Trend analysis & financial modelling to help respond to dynamic market conditions
- Ensuring compliance and statutory reporting.
- Able to provide a high standard of financial control.
- Proven ability to manage and develop a financial team.
- Ensuring legal & regulatory compliance relating to tax & HMRC is adhered to.
- Comfortable with working as the number one finance person in a company.
- Experience of systems processes and procedures, including Sage Line 50.

ACADEMIC QUALIFICATIONS

BA (Hons) Finance and Business
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

MARTIN BOND

FINANCE MANAGER

Dayjob Ltd, 120 Vyse Street, Birmingham B18 6NF
T: 00 44 121 638 0026
W: www.dayjob.com

Summary

A highly motivated and results driven finance manager who has over three years of invaluable experience in leading and developing a successful finance team. Skilled in numerous financial and accounting fields, including: preparing annual budgets, monitoring key accounts and credit control. Having the ability to handle complex assignments effectively & possessing the confidence to work as part of a team or independently. Martin is presently looking for a suitable opportunity position with a forward thinking company where he can excel, deliver & achieve his potential.

Skills

Financial	**Management**	**Personal**
Cash Flow control	Predicting future trends	Attention to detail
Management accounts	Supervisory skills	Communication skills
Budget preparation	Financial regulations	Good IT knowledge
Financial forecasting	Decision making	Presentation skills
Economic awareness	Managing budgets	Problem solving
Interpreting financial data	Effective delegation	Analytical mind
Auditing	Conflict resolution	High levels of integrity
Strategic thinking	Effective delegation	Negotiating

Career

FINANCE MANAGER — May 2007 - Present
Accounting Company
Working a busy and high volume environment driving consistency and best practice across all the businesses. Responsible for improving the companies cash flow and reducing its arrears by keeping accurate records and ensuring payments are received on time.

- In charge of managing and supporting the ledger team.
- Providing accurate financial information to colleagues and senior managers
- Identifying areas for cost cutting and improvement.
- Ensuring that all financial controls for the division are met and adhered to at all times.
- Giving advice, guidance and support on all financial matter to the company directors.

ASSISTANT FINANCE MANAGER — Feb 2006 – May 2007
Recruitment Company

Academic

Nuneaton University 2003 – 2006
Accounting and Finance BA (Hons)

Nuneaton College 2001 – 2003
A levels: Math (A) English (C) Physics (B) Geography (D)

References

Available on request.

Lynn Cooper

Financial Analyst

AREAS OF EXPERTISE

Analyzing statistics

Financial research

Trade administration & settlements

Mentoring & Assessing

Portfolio management

Data analysis

Managing financial reports

PROFESSIONAL

FSA registered

PERSONAL SKILLS

Communication skills

Can speak German

Attention to detail

PERSONAL DETAILS

Lynn Cooper
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: lynn.c@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A competent and committed Banking & Finance graduate who has hands on knowledge and experience of banking processes as well as the planning and practical implementation phases of financial projects. Possessing excellent communication skills and having the ability to communicate professionally with clients and colleagues on detailed financial issues.

Easy going by nature, and able to get along with work colleagues and managers, Lynn is currently looking for a starting position as a financial analyst.

WORK EXPERIENCE

Finance Company – Coventry
FINANCIAL ANALYST June 2008 - Present

Working as part of a team within a fast-paced environment in the financial services industry dealing with clients, analysts and schedules. Responsible for developing financial forecasts and generating internal management reports.

Duties:

- Researching and analyzing financial information relating to specific companies.
- Writing reports with regards to clients and their service history.
- Coordinating and consolidating of annual business plans.
- Coordinating meetings between Analysts and clients.
- Providing phone coverage by screening calls, responding to enquiries.
- Providing analytical perspectives to important strategic decisions.
- Conducting financial reviews of business issues like deal analysis etc.
- Creating reports to help business teams across the region manage their spend.
- Making presentations and recommendations as to which funds should be included in portfolios.

KEY SKILLS AND COMPETENCIES

- An understanding of the regulations set out by the FSA.
- Knowledge of banking regulations and also deregulation issues.
- Understanding of banking, pension funds, life assurance companies.
- Ability to interact with all levels of staff including senior management.
- Able to work under pressure - a calm, organized approach and able to prioritize.
- Experience with Oracle and Hyperion Planning.
- Strong analytical and problem solving skills.
- A self starter with a high degree of analytical rigour.
- Strong Excel and Access skills.
- Experience in procedures & requirements for opening & re-assessing trading accounts.

ACADEMIC QUALIFICATIONS

BA (Hons) Finance and Business
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Financial controller

AREAS OF EXPERTISE

Pricing & costing

Business development

Planning and forecasting

Project management

Book keeping

Team management

Risk management

Balance sheet management

Management accounting

PROFESSIONAL

Qualified ACA

Business Finance (City & Guilds)

PERSONAL SKILLS

Analytical

Strong influencing skills

Accuracy

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A results driven, self-motivated and resourceful financial controller with a proven ability to provide key financial data, support and reporting to assist in key business decisions. Having excellent communication skill and able to build strong relationships both within and outside of a finance department as well as effectively communicating financial information to non-finance colleagues. Possessing strong financial control and reporting skills and rigorously ensuring that all statutory and corporate obligations are met.

Currently looking for a suitable position that offers variety and also opportunities to develop both personally and professionally.

WORK EXPERIENCE

Paper Merchants – Coventry
FINANCIAL CONTROLLER June 2008 - Present

Providing effective financial leadership to a finance team, to enable strategic foresight into the business and also provide knowledgeable and accurate information to colleagues and senior management.

***Duties**:*

- Overseeing all aspects of financial control in the business.
- Providing financial, commercial and strategic support to the business.
- Preparation of management information from source data.
- Producing monthly management accounts, budgets, forecasts & VAT returns.
- Presenting monthly results, budget variances and ad-hoc analysis.
- Involved in Business Planning, P&L, Balance sheet & liquidity planning.
- Overseeing internal financial controls.
- Recording of monies received and paid out.
- Producing meaningful commentary and analysis of financial data.
- Preparation and reporting of income and expense forecasts to senior management.
- Developing, managing and motivating a team of finance professionals.
- Reviewing new & existing business models and capital appropriation requests.
- Worked as part of a multi site/multi culture organisation.
- Identify and develop controls and processes to ensure all risks and opportunities are highlighted.

KEY SKILLS AND COMPETENCIES

- Ability to combine strong business acumen with effective management skills.
- Experience of consolidations and reporting.
- A sound understanding of the month end process.
- Ability to thrive within a fast-paced business environment.
- Organised with excellent attention to detail.

ACADEMIC QUALIFICATIONS

BA (Hons) Financial Management and Marketing
Nuneaton University 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry College 2000 - 2006

REFERENCES – Available on request.

Helen Jones

Fire Safety Inspector

AREAS OF EXPERTISE

Inspections

Process mapping

Regulatory and operational risks

Fire risk evaluation & assessments

Forward planning

Conducting investigations

PROFESSIONAL

NEBOSH General & Diploma. Certificate in Health & Safety

Graduate of the Institution of Fire Engineers – Membership No. 00000

Advanced Fire Risk Assessment Course

PERSONAL SKILLS

Leadership

Planning Strategically

An eye for detail

Problem solving

PERSONAL DETAILS

Helen Jones
Dayjob Ltd
120 Vyse Street
Birmingham B18 6NF

T: 0870 061 0121
E: Helen.j@dayjob.com

PERSONAL SUMMARY

A motivated, experienced and committed fire safety inspector who is goal orientated and has a consistent track record of achieving the highest standards in fire prevention. Fully committed to Health & Safety management and having a proven ability to effectively evaluate, organise and prioritise risks and work within an overall project schedule.

Hard working, disciplined and an excellent communicator who is able to get along with both colleagues and senior managers. Currently looking for a suitable position with an exciting and ambitious organisation.

WORK EXPERIENCE

Local Fire & Rescue Service

FIRE SAFETY INSPECTOR Mar 2008 – Present

Responsible for identifying, assessing, planning for and monitoring those fire & Health & Safety risks that are implicit in the organizations operations. Providing a advisory service on fire and rescue matters and helping to shape a modern, efficient and effective Fire and Rescue service that can meet future challenges..

Duties:

- Evaluating fire risk assessments in premises.
- Undertaking fire safety inspections and carry out risk analysis.
- Carrying out enforcement procedures in line with service protocols i.e. PACE.
- Delivering complex policy-making and of advising at senior levels.
- Identify any potential breaches of health and safety policy.
- Identifying deficiencies & enforced the required action on fire safety issues.
- Developing and implemented fire safety strategy.
- Ensuring all event fire staff are fully inducted and trained to carry out their duties.
- Carrying out annual audits under the fire safety order to ensure compliance on fire safety and general health and safety issues.

EXPERIENCE AND KEY COMPETENCIES

- Analysis and Use of Evidence.
- Implement the overall risk management process for an organisation.
- Communications and Marketing.
- Keeping abreast of fire related laws, codes, policies, etc.
- Experience in building surveying and an understanding of building construction.
- Excellent understanding of Fire and Rescue Service processes and institutions.
- Experience of evaluating fire safety design submissions.
- Monitoring the provision and effective maintenance of all fire fighting equipment.
- Developing and implementing new administrative systems.
- Experience of electrical wiring problems & inadequate or non-functional fire exits.

ACADEMIC QUALIFICATIONS

BSc (Hons) Occupational Health & Safety
Nuneaton University ***2005 - 2008***

A levels: Maths (A) English (C) Physics (D) Geography (A)
Coventry Central College ***2003 - 2005***

REFERENCES - Available on request.

Gary White

Fundraiser

AREAS OF EXPERTISE

Street fundraising

Sales & marketing

Supervising

Client facing

Fundraising events

Cold calling

Media promotions

Customer facing

PROFESSIONAL

First Aid Certificate

German Speaker

PERSONAL SKILLS

Excellent communication skills

Energetic

Motivated

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An enthusiastic professional fundraiser who is passionate about making a real difference to big issues like poverty, animal welfare and child abuse. Experience of local and regional community fundraising and having the necessary personality, commitment and drive to succeed. Possessing the communication skills required to support and encourage colleagues when it's tough and to congratulate them when they triumph.

Looking for a suitable fundraising position with a ambitious & reputable charity.

WORK EXPERIENCE

National Charity – Coventry
FUNDRAISER June 2008 - Present

Working as part of a dedicated, fun and professional team & involved in raising funds from local people, businesses etc. Inspiring them to support the charities that we represent and encouraging them to be a part of making a real difference to people's lives.

Duties:

- Describing the work of the charity in detail to individuals and groups.
- Asking members of the public for their support via a monthly donation.
- Promoting the charity and its goals.
- Stall holder duties at local events.
- Meeting potential donors in person where they work, live and shop.
- Involved in door-to-door sales, telemarketing and promotions.
- Supervising other fundraising staff.
- Knowledge of ABAP and Java programming.
- Able to explaining passionately why the charity needs regular funding.
- Involved in street collections on ‘flag’ days.
- Focused on gaining new long term donors.
- Talking to members of the public in residential areas or busy high streets.
- Organising events like discos, dinners and other activities aimed at raising funds.

KEY SKILLS AND COMPETENCIES

- Possessing natural selling talent and enthusiasm.
- Competitive and resilient to rejection.
- Able to work outdoors in all weathers.
- Having a positive, mature and professional attitude.
- Able to build lasting relationships with their new customers.
- A friendly, passionate and confident communicator.
- Experience of managing volunteers.

ACADEMIC QUALIFICATIONS

BA (Hons) Business Administration
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

General manager

AREAS OF EXPERTISE

Management procedures

Project management

Controlling budgets

On time delivery

Business improvement

Employee relations

Forecasting & finance

Customer facing

Financial awareness

PROFESSIONAL

NVQ in Occupational Health and Safety

French speaker

PERSONAL SKILLS

Good financial acumen

Influencing within cross-functional teams

Results focused

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A capable, results orientated general manager with experience of leading high performance teams and of successfully increasing efficiency and productivity whilst reducing costs and inefficiencies. Ability to keep a level head at all times, nurture and grow a business, evaluate opportunities and risks and also deliver innovative new solutions to challenges. Possessing excellent client facing and configuration skills and highly successful in helping define company direction, achieving goals and optimising business.

Currently looking for a suitable managerial position with an ambitious company.

WORK EXPERIENCE

Publishing Company – Coventry
GENERAL MANAGER June 2008 - Present

Providing leadership and management to the business and fully responsible for the day- to-day running of various departments. Focused on developing programmes that deliver efficiencies and playing a leading role in the mobilisation, development and implementation of robust operational processes.

Duties:

- Directing various business departments to ensure the smooth running of the company.
- Resolving contractual and commercial issues and disputes.
- Training and leading a large team, providing discipline and performance feedback.
- Developing positive direct relationships with key business contacts.
- Scheduling workload to meet priorities and targets.
- Possessing personality, energy & charisma to inspire, lead and develop staff.
- Using automated computer systems to monitor stock control.
- Analyzing complex data and documentation.
- Involved in the recruitment and mentoring of new staff.
- Responsible for achieving all performance related targets.
- Ensuring that best practice is followed in safety, legality and quality of service.
- Developing and supporting a cross functional culture of continuous improvement.
- Assisting company accountants in the formulation of forecasts and budgets.
- Maintaining excellent relationships with clients and suppliers.
- Undertaking staff performance reviews.

KEY SKILLS AND COMPETENCIES

- Excellent hands on management & communications skills.
- Able to communicate and present confidently, clearly and expressively.
- Accustomed to working with senior management.
- Able to think laterally to create options and solutions.
- Skilled negotiator, with proven experience in a commercial environment.

ACADEMIC QUALIFICATIONS

BA (Hons) International Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Michael Andrews

Graduate architect

AREAS OF EXPERTISE

Architectural design

Drafting skills

Planning regulations

Health & Safety

Structural engineering

Feasibility studies

Surveying

Building regulations

Sustainable environmental solutions

Site inspections

CAD

Photoshop

CAREER STATEMENT

"I feel that my three greatest strengths are firstly my ability to have a clear understanding of the needs of client. Secondly the satisfaction I get from being involved in a building project. Finally my passion for being involved in creating buildings that could last for decades and knowing that they will make a positive impact on peoples lives and the environment.."

Michael Andrews

PERSONAL SUMMARY

A team player with excellent communication skills and academic qualifications, who has recently graduated with a degree in Civil Engineering and Architecture.

Possessing a proven ability to ensure projected architectural designs are functional, safe and economical and meet the needs of the client. Excellent communication skills to keep in touch with clients to ensure that the project designs match their needs

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable architect position.

ACADEMIC QUALIFICATIONS

Civil Engineering with Architecture (BEng) 2:2
Cardiff East University 2007 - 2010

RIBA Part I & II (Distinction)

A levels: Maths (A) English (B) Technology (B) Science (C)
Cardiff College 2006 - 2007

GCSE: Maths (B) English (C) Physics (C) Geography (A)
Mount Pleasant School 2005 - 2006

CAREER HISTORY

Barton Primary School - Salford
ARCHITECT (TEMPORARY) April 2010 - Present

Employed with a small architects firm and currently involved in working on a variety of exciting new projects throughout the UK.

Duties:

- Working closely with other professionals like surveyors and civil engineers.
- Producing drawings and specifications for construction teams
- Involved in designing student campus accommodation and associated facilities.
- Identifying customer requirements and attending meetings on site.
- Helping to co-ordinate technicians and craftspeople.
- Assessing the impact a building will have on the local environment.
- Ensuring building projects are completed within budget and schedule.
- Liaising with local authorities and regulatory bodies re: building regulations.
- Helping to prepare company tender applications.
- Writing design and technical reports.
- An understanding of all aspects of the design and procurement process.
- Excellent interpersonal and presentation skills.
- Responsible for specifying the nature and quality of materials required..

PROFESSIONAL

First Aid Certificate

Fire Marshall

European Computer Driving Licence (ECDL)

PERSONAL SKILLS

An eye for detail

Excellent communicator

Tactful & articulate

Problem solving

Excellent organisational skills

PERSONAL DETAILS

Michael Andrews
7 Anywhere Street
Cardiff
C14 8LR

T: 0191 211 2223
M: 0766 000 3333
E:
michael.a@emaladdress.co.uk

DOB: 12/05/1987
Driving license: Yes
Nationality: British

VOLUNTARY EXPERIENCE

Animal Welfare Charity - Cardiff
WEB DESIGNER AND VOLUNTEER Summer 2009

As a unpaid volunteer helped to design, create and also maintain the charities website. Also carried out general administrative duties in the office like filing, photocopying etc.

Duties:

- General administrative duties in the office.
- Organising and participating in fundraising activities.
- Creating a logo for the charity.
- Updating the website with relevant news and information.
- Launching a email campaign.
- Keeping databases and spreadsheets up to date.
- Occasionally working at the charity shop.
- Working on the reception desk answering phone calls.
- Attending volunteer recruitment evenings.
- Visiting the charities rescue centre and attending to injured animals.
- Helping to nurse sick animals.

PERSONAL SKILLS AND COMPETENCIES

- Sound knowledge of Building Regulations and British Standards.
- Proficient with Vectorworks and knowledge of Microstation or AutoCad.
- Having the ability to think and create in three dimensions.
- Able to work as part of a team or individually.
- Ability to prioritize and plan effectively.
- CAD proficient and have good design & technical skills.
- Flexible and willing to travel..
- An ability to withstand a pressured team.
- Ensuring confidentiality at all times.
- Able to communicate effectively both verbally and in writing.
- In-depth understanding of the construction industry.
- Able to resolve problems and issues that arise during construction.
- Competent with dealing with letters, emails and telephone queries.
- Fully aware or all Health & Safety regulations and requirements.

REFERENCES - Available on request.

Lorna Stone

Graduate business development executive

89 Some Where Road Blackpool B52 8JJ
Tel: 0151 333 7788 Mobile: 07722 555 7777 Email: lorna.s@yourmail.com

Personal profile

A motivated, money driven university graduate looking for an opportunity to join a leading marketing organisation. Familiar with the identification of prospects, cold calling, attending client meeting, and account management and product demonstrations. Positive, energetic, focused and eager to further grow and develop existing business skills.

Lorna is currently looking to join a successfully company that invests in its people and provides in house training.

Academic qualifications

BA (Hons) Accounting & Finance 2:1

A' Levels: Maths (A) English (B) Geography (C)

Areas of expertise

Business development	Brand awareness
Account management	Cold calling
Product demonstration	Manage pipelines

Work experience

BUSINESS DEVELOPMENT EXECUTIVE

Citywide Marketing Company *June 2010 - Present*

Play a pivotal role in driving new business prospects forward, and assisting in maximising revenue opportunities.

Duties:

- Identifying, researching and targeting new business prospects.
- Liaising with new and existing clients over the phone and meeting them face to face.
- Gaining new appointments from hot and cold leads.
- Managing and maintaining databases of potential clients.
- Developing strong working relationships with prospective new clients.
- Producing monthly pipeline reports for management purposes.
- Selling the company services via telephone, online and also in the field.
- Providing support to the sales and marketing team through a variety of additional activities.

EXPERIENCE & KEY COMPETENCIES

Business development skills

- Able to identify and qualify potential new clients.
- Experience of and able to communicate effectively with key decision makers i.e. Heads of Departments and senior managers.
- Ability to recognise buying & closing signals.
- The ability to research potential corporate clients in detail.
- Familiar with risk assessment, asset class analysis, ratings and forecasts and rigorous benchmarking of the business environment.
- Conversant with Microsoft office applications and CRM database systems.
- Identifying cross-selling opportunities.
- Preparation of tenders for new business.
- Knowledge of how to cleanse and maintain prospect and customer records on the database.
- Can speak fluently more than one language.
- B2B sales exposure.
- Meet and exceed new business targets and KPI's.
- Promotion compliance and implementation.
- Experience of working to targets.

Personal attributes

- Self motivated and can act on own initiative.
- Can quickly learn in a consultative and complex industry.
- Excellent negotiation and problem solving skills.
- Flexible with working hours.
- Adaptable and have a positive attitude towards change.
- Motivated, persuasive and goal orientated.
- Full UK driving license and car owner.

References

Available on request.

Personal

Driving license:	Yes
Nationality:	British
Languages:	French

Helen Mountford

Graduate buyer

AREAS OF EXPERTISE

Stock handling / reporting

Procurement and planning

Supply chain

Promotions

Sourcing

Supplier management

Sales analysis

Query resolution

PROFESSIONAL

ERP

German

PERSONAL SKILLS

Confident

Articulate

Communication skills

Technically minded

PERSONAL DETAILS

Helen Mountford
89 Made Up Street
Nuneaton
CV6 8UU

T: 02476 222 2222
M: 0777 444 9999
E: helen.m@emaladdress.co.uk

DOB: 08/12/1987
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A recent graduate who is currently employed assisting to source, buy and deliver a specific range of products at the right cost, right time and the right place. Successfully helping the company to maintain a competitive advantage over rivals. Looking to be part of an organisation that is passionate about its products and that offers potential for personal development and progression.

Possessing a good level of numeric skills with an eye for detail, currently looking for a position as a graduate buyer.

ACADEMIC QUALIFICATIONS

BA (Hons) Retail Buying
De Montford University 2007 - 2010

A levels: Maths (A) English (A) Physics (A)
Central College 2005 - 2007

WORK EXPERIENCE

Salford Accountancy Firm – Coventry
RETAIL BUYER June 2010 - Present

Involved in a hands on role that includes liaising closely with merchandisers, suppliers and other departments to ensure that new products are accurately set up in corporate systems and delivered according to agreed timescales.

Duties:

- Helping to eliminate costs throughout the supply chain.
- Updating and maintaining the supplier database.
- Making sure there is minimum wastage and production cost targets are achieved.
- Ensuring customer specifications are met.
- Chasing up deliveries.
- Responsible for product quality.
- Promotional and pricing administration is completed efficiently and effectively.
- Monitoring and measuring company initiatives.
- Maintain accurate supplier billing and invoicing issues.
- Carrying out filing and general administrative duties.
- Developing purchasing strategies in line with corporate objectives.
- Dealing with and resolving any invoice queries.
- Helping to develop logistic simplification programmes.

KEY SKILLS AND COMPETENCIES

- Ability to identify, evaluate and recommend suitable alternative sources of supply.
- Able to analyse information to forecast UK trends.
- Experience of reviewing sales, forecasting stock requirements & placing re-buys.
- Familiar with producing management reports on supplier performance.
- Experience of working closely with merchandising & quality assurance teams.
- Able to manage key suppliers to ensure a high level of service from them.
- Good IT skills, specifically Excel & MS Office.
- Effective communicator & net worker.
- Excellent admin and organisational ability.
- Knowledge of business principles and core values.
- Constantly on the look out to reduce inefficiencies.

REFERENCES – Available on request.

Alan Higgins

Graduate electronics design engineer

AREAS OF EXPERTISE

Display hardware

Network security

Maintenance and repair

Customer Service

Fault diagnosis

Negotiating

Budget management

Customer service

3D CAD systems

PROFESSIONAL

First Aid

PERSONAL SKILLS

Time management

Good team player

Problem solving

PERSONAL DETAILS

Alan Higgins
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: alan.h@emaladdress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A recently graduated electronics design engineer with a proven track record of repairing, researching, testing and producing precision components and systems. Focused with a in-depth understanding of designing, developing and maintaining electrical systems and components to required specifications.

Possessing excellent communication skills & having the ability to communicate professionally with colleagues and clients. Alan is currently seeking a suitable electronics design engineer position with a reputable company.

ACADEMIC QUALIFICATIONS

MSc Electrical and Electronics Engineering
Nuneaton University 2007 - 2010

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2005 - 2007

WORK EXPERIENCE

Coventry Electronic Repair Services – Coventry
ICT SUPPORT WORKER June 2010 - Present

Responsible for meeting customer face to face, identifying their requirements and then professionally suggesting, explaining and providing technical solutions to them.

Duties:

- Repairing customers LCD / TFT displays and other electronic products.
- Providing a comprehensive fault finding and repair service.
- Ensuring work place safety regulations are met.
- Dealing with a customers IT queries verbally or through demonstrations.
- Providing customers with quotations.
- Designing, assembling & testing optoelectronic & integrated electronic circuits.
- Checking and calibrating instruments to make sure they are accurate.
- Providing technical support to end users over the telephone.
- Having to mentor technical and non technical junior staff.
- Organizing routine servicing schedules for clients.
- Producing test plans in support of integration and system verification.

KEY SKILLS AND COMPETENCIES

- Able to prioritize individual workloads according to deadlines.
- Knowledge of computer-assisted engineering and design software.
- Establishing sub-system response to component failures.
- Excellent fault finding and diagnosis skills.
- Able to read electrical design specifications and technical drawings.
- Keeping up to date with the latest developments in technology and regulations.
- Ability to control multiple project activities simultaneously.
- Able to explain technical issues to non technical customers and colleagues.
- Undertaking electronic sub-system problem investigations.

REFERENCES – Available on request.

Anthony Roberts

157 Park Road Luton L1 6RR
Tel: 0161 555 3333 Mobile: 07766 111 2222 Email: anthony.r@yourmail.com

Personal profile

A highly motivated recent Business Studies graduate looking to kick start his career as a financial advisor and build his business building skills with a reputable finance company.

Possessing enthusiasm, drive and a positive attitude required to be successful in a sales and marketing environment. Presently looking for a graduate or trainee financial advisor position with a rewarding and forward looking company.

Academic qualifications

BA (Hons) Business Studies 2:1

Certificate in Financial Planning (CFP)

A' Levels:
Maths (B)
English(A)
Geography (C)

Work experience

MORTGAGE ADVISOR (part – time)
First Base Mortgages June 2010 - Present
Giving advice on mortgages and related products like investments, life insurance, critical illness cover and pensions. Working in the early evening, contacting clients via telephone and occasionally meeting them face to face.

Duties:

Helping clients to find financial products that suit their needs.
Doing general administrative office work.
Having to explain financial matters clearly, with the minimum of jargon.
Conducting in-depth reviews of clients' financial circumstances.
Researching and finding the best financial products.
Contacting other professionals like estate agents, solicitors and valuers.
Making sure all paperwork is completed correctly to comply with the regulations of the Financial Services Authority (FSA).
Setting up meetings with clients.

Voluntary experience

Volunteer Advisor (part - time)
Citizens Advice Bureau January 2010 – June 2010
Spending Saturdays by providing people with free legal advice to help resolve any problems or issues they have.

Duties:

Making telephone calls and enquiries on behalf of clients.
Occasionally going along with them to court hearings or at tribunals.
Writing letters on behalf of people.
Explaining to people how we can help them.
Administrative duties like filing, updating records.
Finding out about a clients problems.
Answering emails and phone enquiries.
Getting involved in media campaigns.
Helping with fundraising activities.

Personal skills

- Success and results driven.
- Excellent numeracy and IT skills.
- Research and analyse financial information.
- Proven sales and negotiation skills.
- Punctual and well presented.
- Confident outlook.
- Good listener.
- Able to work individually or in a team.
- Open minded and non-judgemental.
- Attention to detail.
- Adaptable to new situations.
- Enjoy a competitive environment.
- High energy levels.
- Able to work under pressure.
- Problem solving.

References

Available on request.

Personal

Driving license:	Yes
Nationality:	British
Languages:	Spanish

Karen Armstrong

Graduate financial analyst

Personal summary

A highly motivated Finance graduate who is able to provide key analytical support to company managers. Ambitious and looking forward to playing a key role in financial decision-making and adding significant value to a business. Experience of budgeting, forecasting and producing monthly financial reports as well as reviewing internal company processes to advise on any improvements which could be made.

Looking to join a company that offers long term career prospects and also a opportunity to study towards CIMA membership.

Academic

Bournemouth 2007 – 2010
BSc (Hons) Accounting and Financial Management Studies 2:1

Bournemouth County College 2005 - 2007
A' Levels:
Maths A
English B
Commerce A

Areas of expertise

Analyzing statistics	Financial research	Data analysis
Data manipulation	Portfolio management	Data validation

Career history

Marstons Engineering – Birmingham
GRADUATE FINANCIAL ANALYST April 2010 - Present

Providing financial analysis and information that enables all areas of the company to make appropriate business decisions. Assisting in the development of systems and procedures to improve the quality and efficiency with which management information is produced.

Duties:

- Supporting external auditors in their interim and year end programmes.
- The preparation and delivery of Management Accounts.
- Resource planning.
- Business analysis.
- Monitoring and reviewing company spending.
- Control of merchandise spending.
- Invoicing and purchase order creation and maintenance.
- Supporting development of short and long-term business plans.
- Development of sales, marketing & promotional expenditure forecasts.
- The preparation of month & year end results.
- Sales activity analysis.
- Responsible for inventory and margin analysis and reporting.

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Voluntary experience

Environment Charity – Birmingham

VOLUNTEER FUNDRAISER Summer 2009

Worked as an unpaid fundraiser at the weekends or evenings for a charity that was committed to preserving the environment. Mainly involve in raising funds through researching and targeting sympathetic charitable trusts.

***Duties**:*

- Help to devise new and imaginative fundraising activities.
- Involved in publicity campaigns to raise awareness of the charity.
- Cold calling potential donors.
- Helped to maintain the administrative system.
- Removed metal pipes from a section of canal.
- Organised community events.

Key skills and competencies

Financial

- Knowledge of IT and finance packages such as Hyperion.
- Possessing strong numeric and analytical skills.
- Advances Excel skills.
- Experience of Project Accounting.
- Good IT skills including Microsoft Office - Word, PowerPoint.
- Balance sheet control.
- Reconciliation and the preparation of consolidated management accounts.

Personal

- Good communication skills.
- A proactive approach to problem solving.
- Able to work closely with customers, often in joint client/consulting teams.
- Flexible & adaptable, able to work well individually and within a team.
- The ability to perform under pressure and deliver to challenging timescales.
- Ability to handle confidential information.
- Can interact with all levels of staff including senior management.
- Attention to detail.

References

Available on request.

Personal details

227 Anywhere Street Bournemouth B2 7LP
Tel: 01221 333 4411
Mobile: 0775 888 3311
Email: karen.a@youremail.com

Judith Edwin

Graduate management consultant

5 Made Up Street Liverpool L8 7HH
Tel: 0161 999 7777 Mobile: 07799 000 8888 Email: judith.e@yourmail.com

Personal profile

A motivated and committed Business Studies graduate with a proven ability to effectively evaluate, organise and prioritise work within a overall project schedule. Able to communicate effectively with work colleagues at all levels, including key stakeholders and senior managers, with the ultimate aim of delivering quality and value for money.

Judith is currently looking for a suitable graduate managerial or consultant position with a reputable and forward thinking organisation.

Academic qualifications

BA (Hons) Business Studies

A' Levels: Maths (C) English (A) Physics (A)

Areas of expertise

Project management	Risk assessments
Strategy development	Marketing
Budget control	People management

Work experience

TRAINEE ASSISTANT MANAGER

Mathews Financial Services *May 2010 - Present*

Responsible for encouraging best practise and excellent customer service and providing my team with daily support and formal supervision.

Duties:

- Monitoring revenue expenditure.
- Maintaining accurate records and preparing reports for senior managers.
- Helping to write up reports for presentation and publication.
- Managing the department's entire filing system.
- Participating in training, supervision and team meetings.
- Providing assistance and advice to service users.
- Developing and recommending service improvement.
- Giving PowerPoint presentations to senior managers & directors.
- Maintaining accurate records of expenditure, accounting, costing & billing.

EXPERIENCE & KEY COMPETENCIES

Management skills

- A clear understanding of management principles.
- Able to work as part of a multidisciplinary team.
- Experience of giving professional advice and guidance.
- Public relations experience, able to promote a companies achievements and services, and to further develop a brand.
- Familiar with customer relationship management systems.
- Creating a client database.
- Able to monitor the progress of the company's business plan.
- Able to provide expertise, advice and support for sales campaigns and marketing activities.
- Experience in the analysis of marketing databases.
- Marketing Intelligence & Competitive Analysis.
- Experience in customer-level data analysis, customer segmentation, predictive modelling, etc.

Personal attributes

- Ability to inspire confidence and engage staff right across an organisation.
- Articulate, enthusiastic and self motivated.
- Highly organised with good planning skills & ability to meet strict deadlines.
- Excellent written and oral communication skills with ability to clearly communicate ideas and results to non-technical business people.
- Ability to work under pressure.
- Target driven with unlimited amounts of energy and enthusiasm.

References

Available on request.

Personal

Driving license:	Yes
Nationality:	British
Languages:	French, German

Brian Harris

Graduate manager

AREAS OF EXPERTISE

Project manager

Cost control

Business development

Strategic planning

Marketing

Negotiating

Budget management

Customer service

PROFESSIONAL

Diploma in Management Studies (DMS

First Aid

PERSONAL SKILLS

Ability to communicate advanced concepts

Time management

Good team player

Problem solving

PERSONAL DETAILS

Brian Harris
15 Made Up Street
Leicester
LE1 9HH

T: 01211 222 3388
M: 0701 777 8888
E: brian.h@emaladdress.co.uk

DOB: 12/06/1988
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A recent Business Management graduate with a proven ability to reduce costs and provide strategic leadership. Hands on knowledge and experience of the managerial processes and planning implementation phases required for projects. Possessing excellent communication skills and having the ability to communicate professionally with clients, colleagues and senior managers on detailed issues.

Easy going by nature, Brian is currently looking for a starting management position in the banking and finance sector.

ACADEMIC QUALIFICATIONS

BSc (Hons) Business Management 2:2
Leicester University 2007 - 2010

A levels: Maths (A) English (B) Technology (B) Science (C)
Barford Town College 2005 - 2007

WORK EXPERIENCE

Barratts Insurance Services – Leicester
TRAINEE MANAGER May 2010 - Present

Working as part of a team within a fast-paced environment, focusing on delivering work to a high standard of client satisfaction whilst ensuring profitability. Ensuring that project activity is well planned, well thought through, well briefed and well executed.
***Duties**:*

- Contacting current clients & building relationships with prospective new ones.
- Attending meetings and giving presentations to senior managers and clients.
- Responding appropriately to emergencies or urgent issues as they arise.
- Achieving targets set by the General Manager.
- Involved in risk analysis, interpreting project data and drawing conclusions.
- Analysing market research reports
- Involved in budgetary control, efficiency savings & recycling.
- Assessing ROI.
- Keeping senior management informed of all changes in my areas of responsibility.

KEY SKILLS AND COMPETENCIES

- Determined, resourceful and target driven.
- Commercially minded and ambitious.
- Able to manage time well and prioritize accounts where necessary.
- Excellent interpersonal, communication and organizational skills.
- Strong decision-making skills.
- Ability to control multiple project activities simultaneously.

REFERENCES – Available on request.

Karen Brady

Graduate media sales executive

Dayjob Ltd, The Big Peg, 120 Vyse Street, Birmingham B18 6NF
Tel: 0870 061 0121 Mobile: 0777 777 7777 Email: info@dayjob.com

Personal profile

A recent graduate with a successful academic and work track record, bags of enthusiasm and eager to join a media sales team. Possessing a desire to succeed, target driven, tenacious along with a first class customer service ethic.
Persuasive and able to maximise revenue generation through the successful development and implementation of well researched and successful advertising sales initiatives.

A bright, articulate and numerate individual with excellent communication skills, currently looking for a graduate media sales executive position.

Academic qualifications

BA (Hons) Publishing and Media

A' Levels: Maths (C) English (A) Physics (A)

Areas of expertise

Commercial sales	Media sales
Account management	Consultative sell
Lead generation	Selling over the phone

Work experience

TRAINEE ASSISTANT MANAGER
London Media Sales Co. *May 2010 - Present*
Selling advertising space (both print and online) to an existing client base. Listening to the customer's requirements and the discussing the benefits we can offer.

Duties:

- Contacting prospective and existing buyers over the telephone to sell the companies products.
- Sourcing my own new leads.
- Liaising with both marketing and production departments.
- Identify and drive key areas of new business opportunity in key accounts.
- Using online social media sites to profile organisations and develop leads.
- Speaking to decision makers within defined business sectors.
- Attending forums, events and conferences.
- Giving PowerPoint presentations to potential new clients.

EXPERIENCE & KEY COMPETENCIES

Sales skills

- A proven ability to hit & exceed sales targets.
- Ability to find out a clients advertising needs and then match a solution to them.
- A confident telephone manner.
- Can demonstrate effective sales presentations on a face to face level.
- Can meet clients to build close relationships with them.
- Lead sourcing/generating new business leads.
- Ensuring KPI's are met.
- Familiar with contracts, creative proposals and administrative queries.
- Knowledge of doing a consultative sell by listening to a customer's requirements and discussing a products benefits.
- Experience of selling print and also online services.
- Able to communicate effectively with senior level executives and managers.

Personal attributes

- Motivated, driven and focused on achieving in a fast paced graduate media sales environment.
- Resilient and having an ability to deal with rejection.
- Have a competitive attitude and can thrive under pressure.
- Well organised, eager to learn and pro-active.
- Excellent communication & presentation skills.
- Able to work alone without supervision and as part of a successful media team.
- Media savvy, articulate and well presented.
- Having the necessary drive and enthusiasm required for a tough competitive industry.

References

Available on request.

Personal

Driving license:	Yes
Nationality:	British
Languages:	Spanish, Polish

Sharon Hill

Graduate secretary

AREAS OF EXPERTISE

Administrative duties

Clerical support

Secretarial tasks

Customer Service

Diary management

Typing, minute taking

IT skills

Email management

PROFESSIONAL

First Aid

German

PERSONAL SKILLS

Attention to detail

Time management

Good team player

Problem solving

PERSONAL DETAILS

Sharon Hill
127 Just Any Road
Norwich
N1 8KK

T: 0123 456 7890
M: 0777 000 2277
E: sharon.h@emaladdress.co.uk

DOB: 13/04/1986
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A Business Administration graduate with secretarial experience and an ability to improve efficiency and increase office performance. A naturally organised and efficient individual with a high level of written and verbal communication skills. A proven ability to support and manage the day to day activities of managers and key staff members.

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable position in office or patient services.

ACADEMIC QUALIFICATIONS

BBA (Hons) Business Administration
Norwich University 2007 - 2010

A levels: Maths (C) English (A)
Ipswich Town College 2005 - 2007

WORK EXPERIENCE

Coventry Electronic Repair Services – Coventry
TRAINEE SECRETARY June 2010 - Present

Responsible for carrying out all clerical support duties including: photocopying, typing, filing, sorting the post and telephone answering. At all times using discretion when providing information to others.

Duties:

- Dealing with enquiries from colleagues or members of the public.
- Screening of telephone calls and taking messages.
- Drafting reports, minutes correspondence, document amending.
- Responsible for health and safety and security issues in the office.
- Recording office expenditure and filing receipts.
- Organising training and induction for new staff.
- Informing managers of all legislative changes in my areas of responsibility.
- Improving administrative systems in the office.
- Arranging for the repair of office equipment i.e. printers, air conditioning.
- Travel planning for senior managers and directors.
- Managing purchase orders and invoices for the entire office.

KEY SKILLS AND COMPETENCIES

- Excellent spelling and grammar.
- Able to prioritize individual workloads according to deadlines.
- Typing speed of 60wpm.
- Excellent telephone manner and good interpersonal skills.
- Advanced knowledge of MS Word, Excel, PowerPoint and Outlook.
- Ability to manage multiple tasks simultaneously.
- Able to work as part of a team or alone.
- An understanding of equality and diversity policies and issues.

REFERENCES – Available on request.

Michael Harrison

Graduate software engineer

12 Manchester Road Leicester LE1 WS
Tel: 0113 444 2211 Mobile: 07766 222 1166 Email: michael.h@emailsite.co.uk

PERSONAL SUMMARY

A versatile and professional software graduate with a commitment to and experience of developing innovative and creative software solutions. Able to perform full software development life cycle activates.

Have gained commercial experience during my gap year with exposure to software development. Including carrying out straightforward design, testing or support of network design and solutions following existing methodology set by senior colleagues.

Actively looking for a software engineering position with a fast-paced and ambitious company that can offer development training, project based learning and a mentoring programme.

ACADEMIC QUALIFICATIONS

2007 – 2010	B.A. (Hons) Computer Science Leicester University Course modules: Employment Law, Medical ethics, European Law, Consumer Law	2:1
2005 – 2007	Leicester Sixth Form College A' Levels: English (A) Maths (C) Physics (B)	
2003 – 2005	GCSE: English (B) Maths (D) Geography (B) Physics (D)	

WORK EXPERIENCE

Berkshire Software Design - Berkshire

SOFTWARE ENGINEER May 2010 – Present

Gained valuable technical experience and also developed personal effectiveness within a corporate environment, along with an understanding of the companies core business activities.

Duties:

Worked on open source development projects.
Writing C++ Linux applications to simulate graphic hardware.

AREAS OF EXPERTISE

Microsoft SQL server

Microsoft ASP.NET (C#)

Javascript

Software design

Code reviews

Testing

Video Streaming Technologies

C++

Unix

Linux

CAREER STATEMENT

"I feel that my strongest strengths are firstly having a passion for technology and software engineering. Secondly an ability to understand and prioritise my work in a changing business environment ,thereby helping me to successfully deliver results. Finally my practise of consulting with all parties involved in a project, then identifying the requirements and to then provide a appropriate solution."

Michael Harrison

Involved in providing feedback and support to design teams in order to improve the devising of models.
Working closely with driver code.
Gaining knowledge of OpenGL & OpenGL ES.

VOLUNTARY EXPERIENCE

Environmental Charity - Berkshire
WEBSITE ADMINISTRATOR (P/T) August 2009 – Jan 2010

Worked on a part time basis, for about 6 hours per week, either on Saturday mornings or during the weekday evenings. Assisted the charity by helping to design and maintain their website. As well as helping with general administrative duties in their office.

***Duties**:*
Responsible for the layout, visual appearance and usability of the charities website.
Testing the website for functionality in different browsers and at different resolutions.
Ensuring that the web site is accessible to all groups including those with disabilities.
Holding fortnightly meetings with senior managers.
Accurately updating administrative records of projects.
Greeting visitors at reception and looking after their needs.
Organising and setting up conferences and meetings.
Producing informative well-organized reports to senior management.

PERSONAL QUALITIES

- Having a flexible approach and a Can Do attitude.
- Highly motivated and organised.
- Able to explain technical data to non technical colleagues.
- Have good technical and analytic skills.
- Ability to ensured projects run to schedule and budget..
- Experience of training and mentoring junior and new staff.

REFERENCES

Available on request.

PERSONAL

Driving license:	Yes
Nationality:	British
Languages:	French, German

PERSONAL SKILLS

Attention to detail

Tactful and articulate

Problem solving

Team Leader

Planning strategically

Able to identify critical issues

Excellent organisational skills

PROFESSIONAL

First Aid

Vijay Patel

Graduate stockbroker

AREAS OF EXPERTISE

Telesales

Marketing

Equities market

FSA regulations

Company valuations

Valuation reports

Financial planning

Investment portfolios

Economic trends

PROFESSIONAL

First Aid

German

PERSONAL SKILLS

Discretionary manner

Good with numbers

Flexible & adaptable

Communication

PERSONAL DETAILS

Vijay Patel
13 Some Where Street
Stoke on Trent
ST12 9MM

T: 0161 777 2222
M: 0777 000 9999
E: vijay.p@emaladdress.co.uk

DOB: 08/01/1989
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A motivated and determined individual who is disciplined and has a desire to succeed. Recently graduated in Management Economics and possessing a professional demeanour along with a genuine interest in the financial markets. A proven ability to maintain and develop a client base and fully aware of FSA and FPC rules and regulations.

Has a comprehensive understanding of ISAs, pensions, IHT relief and international investment portfolios. Currently looking for a graduate stockbroker position with a successful investment firm.

ACADEMIC QUALIFICATIONS

BA (Hons) Management Economics 2:2
Bury University 2007 - 2010

A levels: Maths (A) English (A) Geography (A)
Radcliffe College 2005 - 2007

WORK EXPERIENCE

First City Investing Bank – Stafford
TRAINEE INVESTMENT ADVISOR May 2010 - Present

Responsible for generating new client accounts via telesales and also direct mail advertising. Carrying out a risk profile of potential new clients and clarifying their investment objectives. Providing excellent sustomer service to mostly private clients but also trusts, pensions funds and charities.

Duties:
- Guiding private clients with their investment portfolios.
- Contacting prospective investors by telephone.
- Assessing the suitability of new clients.
- Contacting clients in response to requests and ad hoc queries.
- Providing investment advice to clients.
- Keeping clients informed of the current position of their portfolio.
- Dealing with queries on existing contracts.
- Answering incoming calls promptly.
- Meeting clients face to face.
- Following up leads.

KEY SKILLS AND COMPETENCIES

- A confident telephone manner.
- Knowledge of how to obtain the best deals possible at the best possible prices.
- Ability to conduct in-depth research into shares and bonds.
- Fully aware of compliance issues and regulatory procedures.
- Able to remain calm under pressure.
- Able to prioritise and multi-task.
- Familiar with execution only and advisory stock broking.
- A proven track record of closing deals by consultative selling to clients.
- Can advice clients on the state of the market, stock picking within a sector.
- Keeping up to date with stock market conditions and economic trends.
- Ensure that all operations affecting clients are carried out in accordance with FSA rules.

REFERENCES – Available on request.

Helen Burns

Graduate structural engineer

AREAS OF EXPERTISE

Building design

Structural alterations

Structural inspections

Technical report writing

Fracture assessment

Extreme load assessment

Auto cad

3D software

Structural steelworks

PROFESSIONAL

First Aid

Russian

PERSONAL SKILLS

Attention to detail

Time management

Good team player

Problem solving

PERSONAL DETAILS

Helen Burns
68 Somewhere Road
Chester
C6 9KL

T: 0161 333 0000
M: 0711 333 6666
E: heleb.b@emaladdress.co.uk

DOB: 10/02/1988
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Possessing a comprehensive knowledge of designing and developing projects to required specifications, focusing on economy, safety, reliability, quality and sustainability. At present working for an established company that is involved in construction, inspection, repair and maintenance projects throughout the UK.

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable graduate structural engineer position.

ACADEMIC QUALIFICATIONS

BEng (Hons) Structural Engineering with Computer Science
Chester University 2007 - 2010

A levels: Maths (A) English (A) Business Studies (B)
Chester North College 2005 - 2007

WORK EXPERIENCE

Chester Home Builders – Chester
TRAINEE STRUCTURAL ENGINEER June 2010 - Present

Involved in projects from the concept and detail of the design through to implementation, testing and handover. Part of a team that ensures a building is fit-for-purpose and adheres to the project budget and schedule.

Duties:

- Estimating material, construction, and labour costs, and project timescales.
- Involved in producing due diligence surveys.
- Liaising with local contractors.
- Load assessments of new and existing structures.
- Giving PowerPoint presentations to managers and clients.
- Communicating with government agencies and local authorities.
- Evaluating, organizing & prioritizing work within the overall project schedule.
- Preparing sketches, marking-up drawings and writing specifications etc.
- Liaising with architects, engineering technicians and IT staff.
- Structural inspections/assessments and making appropriate recommendations.
- Providing expert technical advice including structural reports, crack monitoring.

KEY SKILLS AND COMPETENCIES

- Ability and also willingness to work in all weather conditions.
- Able to explain technical design ideas clearly.
- On site survey and client liaison experience.
- Experience of preparing arboriculture and topographical reports.
- Constantly focusing on a client's objectives of Quality, Cost and Programme.
- Knowledge of Stock Condition Surveys.
- Fully conversant with the relevant structural British Standards.
- Self-motivated with a positive and friendly attitude.
- Experience in design of foundations and retaining walls.
- Knowledge of autocad and SX3 / Northgate.
- Experience of residential developments to large multi use commercial jobs.

REFERENCES – Available on request.

Jane Smith

Graduate test analyst

AREAS OF EXPERTISE

Test plans

Defect resolution

Test scripts

QA methodologies

Testing tools

First line support

Resolving user issues

Clearquest & remedy

Execution of test scripts

PROFESSIONAL

First Aid

Polish

PERSONAL SKILLS

Listening

Attention to detail

Communication skills

Technically minded

PERSONAL DETAILS

Jane Smith
9 Somewhere Road
Derby
D6 9UU

T: 01827 000 2222
M: 0779 222 9999
E: jane.s@emaladdress.co.uk

DOB: 08/12/1988
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A competent and determined graduate with experience of testing software for durability as well as computer bugs. Able to perform detailed testing of fixed, mobile and contact centre customer applications to agreed standards, ensuring client satisfaction and acceptance.

Presently looking for a suitable graduate test analyst position with a reputable and forward looking company.

ACADEMIC QUALIFICATIONS

BA (Hons) Computer Science 2:2
Derby University 2007 - 2010

ISEB Foundation Certificate in Software Testing

A levels: Maths (A) English (A) Geography (A)
Central College 2005 - 2007

WORK EXPERIENCE

Salford Accountancy Firm – Coventry
ACCOUNTS ASSISTANT June 2010 - Present

Responsible for all day-to-day aspects of system testing on projects. Involved in the testing of application capabilities using a secure, resilient, and scalable methodology. Producing system test deliverables to agreed timescales, budget and quality.

Duties:

- Attending development project meetings with developers and end users.
- Assisting in the preparation of test plans and test scripts.
- Manual testing of front and back end systems covering the full lifecycle.
- Delivering UAT activities working on large scale projects with complex data.
- Creating test scenarios.
- Involved in creating and designing a test environment.
- Ensuring progress reporting requirements are met.
- Providing feedback to the development team.
- Providing estimates to senior managers.
- Manage the prioritisation and reporting of defects.
- Providing material for written status reports by the Test Manager.
- Escalate project exceptions to the Project Manager.

KEY SKILLS AND COMPETENCIES

- Knowledge of defect management & administration.
- Experience writing formal test documentation.
- Excellent organisational and co-ordination skills.
- Strong interpersonal skills and customer facing presentation qualities.
- Having a thorough understanding of structured test methods & processes.
- Experience of testing complex user interfaces.
- A understanding of both Manual and Automated Testing.
- Knowledge of QA Run or Winrunner.
- Able to plan test activities including logging, tracking and resolution.
- Experience of working with development teams on build and release management processes.

REFERENCES – Available on request.

Richard Green

Graduate web developer

AREAS OF EXPERTISE

MySQL

PHP

C++

Fireworks

Flash

Dreamweaver

Visual Studio

Photoshop

PROFESSIONAL

First Aid

Full Driving license

Can speak German

PERSONAL SKILLS

Ability to communicate advanced concepts

Time management

Good team player

Problem solving

Analytical

PERSONAL DETAILS

Richard Green
675 Made Up Road
Bradford
B9 6TT

T: 01244 111 3300
M: 0777 566 2211
E: richard.g@emaladdress.co.uk

PERSONAL SUMMARY

A competent and committed Web Design and Development graduate looking for a rewarding career in the Information Technology sector. Highly focused with a comprehensive knowledge of designing and developing the layout, visual appearance and usability of a website. Possessing a proven track record of successfully completing projects from the concept through to design, testing and handover.

Eager to learn, easy going by nature and able to get along with both work colleagues and senior managers. Currently looking for a suitable graduate web developer position with a progressive employer.

ACADEMIC QUALIFICATIONS

Web Design and Development BSc (Hons)
Northumbria University 2006 - 2010

A levels: Maths (A) English (B) Technology (B) Science (C)
Bradford City College 2004 - 2006

WORK EXPERIENCE

Creative Technologies - Bradford
WEB DEVELOPER (TEMPORARY) June 2010 - Present

Currently gaining experience and building up valuable skills with a web design company. By working on a portfolio of exciting web projects for their clients, who are based across the UK.
***Duties**:*

- Maintaining and enhancing company software.
- Maintaining web components and websites for both new and existing clients.
- Testing site functionality, identifying problems or bugs and fixing errors.
- Coding using front-end technologies, such as CSS and HTML.
- Ensure site usability, SEO, web standards (W3C) and browser compatibility.
- Working on back-end technologies such as VB.NET / ASP.NET /Classic ASP.
- Involved in front-end design, site maintenance & email marketing campaigns.
- Using Adobe Suite, specifically Photoshop, Publisher and InDesign.

KEY SKILLS AND COMPETENCIES

- Able to work in a fast paced environment & complete projects to schedule.
- Proven ability to design, code and build perfect web sites and applications.
- Experience of creating ads, logos, brochures and other design collateral.
- Some project management skills and ability to manage own projects.
- Can multi-task effectively, pay attention to detail and meet tight deadlines.
- Able to work with diverse clients, either commercial or public sectors.
- Can communicate effectively with clients to understand their requirements.
- Ability to meet clients face to face and build long term relationships.
- Can explain technical issues clearly too non technical colleagues & clients.

REFERENCES – Available on request.

Laura Brown

Graphic Designer

AREAS OF EXPERTISE

Adobe Creative Suite

Photoshop

In-Design

Illustrator

MAC CS4/CS5

Flash

3D animation

PROFESSIONAL

First Aid Qualified

German speaker

PERSONAL SKILLS

Problem solving

Thinking creatively

Attention to detail

Communication skills

PERSONAL DETAILS

Laura Brown
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: laura.b@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly talented, driven and flexible graphic designer with a proven record of delivering creative and innovative design solutions. A proven ability of developing projects from inception through production to final delivery, ensuring that all work is effective, appropriate and delivered within agreed timescales. Able to work as part of a team with printers, copywriters, photographers, other designers, account executives, web developers and marketing specialists.

Now looking for a suitable graphic designers position with a ambitious and high profile company.

WORK EXPERIENCE

Web Design Company – Coventry
GRAPHIC DESIGNER June 2008 - Present

Developing concepts and artwork, creating graphic design solutions from concept through to completion. Responsible for developing and creating both digital and print design for a wide range of print and online campaigns, publications and advertising.

Duties:

- Managing, producing and designing projects from brief to fulfilment.
- Designing & creating marketing & e-marketing materials on a range of projects.
- Ensuring consistency in a clients corporate and promotional brands.
- Presenting finalised ideas & concepts to clients, colleagues and senior managers.
- Answering queries from clients.
- Creating original artwork for short and long term projects.
- Involved in designing advertisements, brochures, handouts, flyers and online graphics.
- Working with a range of media, including photography, to create final artwork.
- Designing pitches and presentations for the sales teams.
- Keeping up to date with new software, post-production techniques & industry trends.
- Producing graphic content for site re-skins, page layouts, email designs, site graphics & static & Flash banners.

KEY SKILLS AND COMPETENCIES

- Innovative, highly creative, good at thinking 'out of the box'.
- Keeping abreast of relevant new techniques in design software, media & photography.
- Experience with catalogue, brochure and magazine design.
- Willingness and ability to work independently and as part of a team.
- Able to work under pressure, meet deadlines and multitask.
- A knowledge of HTML and CSS.
- Highly organised and able to prioritise own work schedule.
- Able to work within brand and design guidelines.
- Excellent graphical skills, creative flair and good colour sense.

ACADEMIC QUALIFICATIONS

Graphic Design and Advertising Foundation Degree
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Hair stylist CV

AREAS OF EXPERTISE

Latest styles & fashions

Colour technician

Up selling

Beauty services

Hair removal

Dressing wigs

Hair products

Shampooing & conditioning

PROFESSIONAL

First Aid Certificate

CPR trained

PERSONAL SKILLS

Patience

Self starter

Talented

Creative flair

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well presented, hardworking hair stylist with a pleasant personality and a passion for hairdressing. Having a proven ability to give a outstanding client experience and to build a loyal, quality client base by creating, developing and enhancing a client's personal appearance. Open to learning new skills and techniques whilst at the same time advising clients on hair care, recommending products and providing technical assistance to colleagues.

Looking for a suitable hair stylist position with an exciting and ambitious salon that offers room for progression and career development.

WORK EXPERIENCE

Hair Salon – Coventry
HAIR STYLIST June 2008 - Present

Working in a busy salon as part of a team, responsible for improving the appearance and well being of customers. Ensuring they are happy, comfortable and know what is occurring throughout the time within the salon.

Duties:

- Straightening, styling, cutting, colouring and weaving hair with chemical solutions.
- Welcoming customers & talking to them about their requirements.
- Providing a first class professional hairdressing services to valued clientele.
- Using fingers, combs, barber scissors, hair-waving solutions and other accessories.
- Giving homecare & also hair care advice to customers.
- Conditioning, bleaching, permanent waving, tinting and straightening hair.
- Communicating with all types of customers, listening to their needs.
- Supporting other salon members with their duties.
- Studying a clients facial features and then advising them on the best hair style.
- Keeping the salon and equipment safe and clean.
- Up selling salon products and services to meet and exceed sales targets.
- Educating clients on products which could lead to sales and also client satisfaction.
- Flyering & promotional work where necessary to increase clientele.
- Promoting re-booking and loyalty in clients.

KEY SKILLS AND COMPETENCIES

- All round stylist that can cut, style and colour.
- Aware of the latest trends and techniques.
- Knowledge of the day to day running of a hair salon.
- Good all round skills in both cutting and colouring.
- Personable, enthusiastic and customer focused.
- Having a broad range of hair stylising and colouring experience.
- Ability to work to the highest standards and in a fast paced busy salon.

ACADEMIC QUALIFICATIONS

NVQ Level 2 in Hairdressing
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2006

REFERENCES – Available on request.

Mark Brown

151 Made Up Road Coventry CV3 1LR
Tel: 02476 011 888
Mobile: 0777 222 8888
Email: mark.b@youremail.com

PERSONAL SUMMARY

An experienced head teacher with over 7 years of experience in providing the vision and leadership required to ensure a high quality of education for pupils. Having a proven track record of successfully managing resources and staff to improve educational services, thereby providing pupils and teachers with the best environment to achieve their full potential.

Possessing the required enthusiasm, vision, drive and adaptability necessary to manage a modern school. Currently looking for a header teacher position with a progressive school that values and celebrates diversity and achievement.

CAREER HISTORY

Hillborough School - Nottinghamshire

HEAD TEACHER April 2007 - Present

Working in partnership with pupils, staff, parents, governors and the local community to develop a rich and creative curriculum which meets the learning needs of all children.

***Duties**:*

Involved in the recruitment and selection of teaching and support staff.
Monitoring the performance of all staff.
Keeping in regular contact with the local community to promote the schools ethos and ensure good a relationship.
Ensuring quality assurance and development targets are met.
Negotiating contracts with contractors and other external third parties.
Constantly encourage new developments in the curriculum in the context of local and national initiatives.
Planning, managing and monitoring the curriculum within the agreed budget.
Making sure that financial regulations are adhered to.
Setting appropriate targets for the improvement of school performance.

Chesterton School - Berkshire

DEPUTY HEAD May 2004 – April 2007

Provided professional leadership and management for the school. Strove hard to promote the aims of the school through the implementation of the policies of the governing body. Involved in the day to day running of the school.

***Duties**:*

Reported to the Headmaster and school governors on key issues.
Focused on pupils' achievement, using data and benchmarks to monitor their progress.
Ensured that the progress of the pupils of the school is monitored and recorded.
Reviewing and assessing the staffing structure of the school.
Promoted self-discipline and proper regard for authority.
Encouraged good behaviour from pupils.
Arranged for parents to be given regular information about the school curriculum.
Implementing the governing body's policies on equal opportunities and diversity.
Advised and assisting when required the governing body of the school in the exercise of their functions.
Regularly liaised with other schools and further education establishments.
Making arrangements for the security and effective supervision of the school buildings and their contents and of the school grounds.
Helping to develop and produce of the School Improvement Plan.

KEY STRENGTHS

- Strategic planning
- Curriculum development
- Leadership and staff training
- Flexibility
- Training
- Cost control
- Budget forecasting
- Project management
- Decision making
- Adaptability
- Self motivation
- High energy levels

PROFESSIONAL EXPERIENCE

Management

Involvement in short and long term strategic financial planning and budget management.
Excellent oral and written communication skills.
Clearly articulating the vision of the school so that it is understood and acted upon effectively by all.
Regularly self-evaluating to improve the schools organisation and structures.
A consistent and proven track record of leading and managing school improvements.
Committed to the Every Child Matters agenda.
The ability to manage change.
Negotiating contracts with contractors and other external third parties.
Experience of staff development and performance management.
Promoting, developing and enforcing good management practice.
Setting targets for teachers and other staff.
Motivating, training and disciplining staff

Teaching

IT literate and able to use new technologies effectively to achieve excellence.
Good knowledge of curriculum development.
Experience of designing an appropriate curriculum that meets the personalised needs of students.
Able to apply appropriate disciplinary measures where necessary.
Keeping up to date with developments in teaching resources and methods and making relevant changes to instructional plans and activities.
Effectively managing pupil behaviour in the classroom and on school premises.
Able to organise extracurricular activities, such as outings and other social activities.
Regularly communicating with other professionals, such as learning mentors, careers advisers etc.
Motivating and preparing pupils for exams.
Undertaking pastoral duties.
Applying appropriate and effective measures in cases of student misbehaviour.

Personal

Ability to work under pressure.
Can communicate and articulate a sound educational philosophy.
Committed to skills based learning.
Willing to accept responsibility for other legal matters in the day-to-day running of the school.
Having the temperament to resolve major disciplinary issues with pupils, including working in partnership with the parent, the police and social services.

PREVIOUS CAREER HISTORY

Aston Secondary School - Birmingham
TEACHER September 2002 – May 2004

Halesowen High school - Birmingham
TEACHER February 2001 – September 2002

Dudley Primary School - Dudley
TEACHER September 2000 – February 2001

ACADEMIC QUALIFICATIONS

A' Levels:

Arts	A
Maths	B
English literature	B
English language	B

BA (Hons): Primary Education

National Professional Qualification for Headship (NPQH)

REFERENCES

Available on request.

Jane Collins

Health visitor

AREAS OF EXPERTISE

Assessment skills

Clinical expertise

Clinical Supervision

Planning

Administrative skills

Infection control

Performance Development Reviews

Health & Safety

PROFESSIONAL

Registered Nurse

French

PERSONAL SKILLS

Nurse Prescribing

Good team player

Communicating

PERSONAL DETAILS

Jane Collins
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: jane.c@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A talented Health Visitor with excellent clinical and communication skills. Experience of providing a Health Promotion service to children, adults, families and communities in a defined population and locality. Experienced in maintaining a positive, effective and timely liaison and communications with other healthcare professionals, parents, carers and agencies to ensure patients receive the best care.

Currently looking for a Health Visitor position to further develop professionally and willing to relocate is necessary.

WORK EXPERIENCE

Coventry Health Trust – Coventry
HEALTH VISITOR June 2008 - Present

As a caseload holder, to improve health and well-being and reduce health inequalities with individuals, families and communities in the home, clinics and other settings,

Duties:

- Identification of the health needs of patients.
- Devising and implementing individualised care plans.
- Involved in the delivery of health campaigns.
- Collecting, analysing and interpreting data and information.
- Maintaining accurate, legible and contemporaneous client records.
- Participating in the Child Protection assessments.
- Involved in the decision making process at Child Protection Case Conferences.
- Informing managers of any concerns within the work situation.
- Raising people's awareness about health and wellbeing.
- Dealing with safeguarding issues.

KEY SKILLS AND COMPETENCIES

- Able to implement robust organisational supervision, guidelines and policies.
- Experience of supporting staff with clinical supervision.
- Knowledge of working with families from diverse backgrounds.
- Ability to organise and prioritise work.
- Able to work in partnership with local statutory and voluntary agencies.
- Willing to travel in the locality.
- Ability to work on own initiative but also as a team player.
- Involved in the education, support and performance monitoring of junior staff and students.

ACADEMIC QUALIFICATIONS

BSc (Hons) Midwifery Studies
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Healthcare assistant

AREAS OF EXPERTISE

Infection control

Records management

Health & safety

Basic life support

Administering medication

Personal care

Risk management

PROFESSIONAL

NISSC registered

First Aid Certificate

PERSONAL SKILLS

Competence

Reliable and punctual

Team worker

Committed

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A conscientious, polite and hard working healthcare assistant. Able to converse in a polite manner and carry out the routine healthcare tasks required by patients. Contributes extensively to team work and always displays a willing and helpful manner Able to follow clear instructions & work as part of the ward team carrying out duties required during a shift. Possessing the required inter-personal and communication skills needed to work in partnership with nurses, medical staff, patients and relatives.

Now looking for a suitable position with an ambitious and reputable employer.

WORK EXPERIENCE

Local Hospital – Coventry
HEALTHCARE ASSISTANT June 2008 - Present

Working under the supervision and with guidance from qualified nursing staff to provide high quality nursing care to a group of patients. Providing care for the benefit of the patients comfort and well being during their stay in hospital.

Duties:

- Delivering care as delegated by the qualified nurse & other staff.
- Providing care to patients under the direct supervision of Registered Staff.
- Answering enquiries from relatives and visitors.
- Working on reception and admitting patients, doing the necessary paperwork.
- Serving of meals and cleaning up afterwards.
- Cleaning and tidying up examination rooms.
- Identifying and assessing patients for suitability for discharge.
- Recording and safe keeping of a patients' property & valuables.
- Visiting patients in their own homes.
- Helping patients with toileting whether mobile or confined to bed.
- Maintain tidiness and cleanliness of areas and equipment as instructed.
- Attending staff meetings when appropriate & required to.
- Measuring a patients body temperature, pulse rate and respiration.
- Sending instruments for sterilising, checking equipment is ready for further use.
- Reporting on a patients' condition and recording it on charts as appropriate.
- Assisting patients with any occupational, physiotherapy & recreational activities.

KEY SKILLS AND COMPETENCIES

- Fully aware of equilty and diversity issues.
- An understanding of the concept of confidentiality.
- Basic knowledge of personal care & excellent hygiene skills.
- Presenting a professional image appropriate to the working environment.
- Adhering to all the Healthcare Trusts policies guidelines and procedures.

ACADEMIC QUALIFICATIONS

NVQ in Health and Social Care
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Gary White

Helpdesk support

AREAS OF EXPERTISE

Customer Service

Root-cause analysis

LAN/WAN technologies

Technical support

Addressing customer issues

Customer satisfaction

SQL

PROFESSIONAL

ITIL Foundation certificate holder

PERSONAL SKILLS

Implement best practices

Professional telephone manner

Analyse problems

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well presented, well mannered and articulate helpdesk support professional with extensive experience of performing diagnostics and resolving a customers technical problems via telephone, e-mail and one to one. Having a proven track record of successfully finding the root causes of problems, resolving them or forwarding suggestions for improvements. A problem solver who enjoys a challenge and can work well under pressure and who possesses strong customer service skills, good communication skills and attention to detail.

Looking for a company which will challenge my problem solving skills and allow me to continue to develop my knowledge and potential.

WORK EXPERIENCE

Technology Networking Company – Coventry
HELPDESK ANALYST June 2008 - Present

Responsible for taking & logging incoming calls & providing efficient customer support for all 1st Line issues relating to Servers, Desktops, Laptops and peripherals. Supporting over 800 users & on average answering 40 IT calls a day.

Duties:

- Providing technical support over the phone to all IT users.
- Handling incoming incidents via the phone / e-mail promptly and effectively.
- Diagnosing and resolving a wide range of technical issues over the phone.
- Take ownership of a call and seeing it through to closure.
- Escalating calls and issues where necessary to senior managers & team leaders.
- Investigating and implementing ways of reducing calls to the Help Desk.
- Ensuring that all call details are captured and entered in the logging software.
- Updating support documentation.
- Answering & responding to all calls & requests within agreed time scales.
- Keeping customers updated as to progress.
- Provide troubleshooting and configuration support for client desktop and networking environment.

KEY SKILLS AND COMPETENCIES

- A good working knowledge of all levels of helpdesk support.
- Excellent telephone manner and customer service skills.
- Able to diplomatically manage customer's expectation.
- Experience of setting up and maintaining hardware and software systems.
- Ability to work shifts and weekends - occasional overtime / overnight.
- Having the ability to listen to, understand and defuse difficult situations.
- Experience of working with CAFM systems & multi-line help desk systems.
- Knowledge of all Microsoft office applications and operating systems.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer science
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Hotel receptionist

AREAS OF EXPERTISE

Up selling

Promoting hotel facilities

Customer service

Hospitality

Supervising

Resolving guest disputes

Greeting guests

PROFESSIONAL

First Aid Certificate

Spanish speaker

French speaker

PERSONAL SKILLS

Service minded

Ability to listen and anticipate

Guest orientated

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A courteous, polite and well spoken hotel receptionist who is highly efficient and has excellent organisational skills. Possessing a good team spirit, deadline orientated and having a passion for providing the highest standards of hospitality and service to guests. Helpful and approachable but also commercially minded and having the ability to promote hotel facilities and maximise sales opportunities at all times. A quick learner who can absorb new ideas, communicate clearly and effectively and also find suitable solutions to meet the needs of guests.

Keen to find a suitable position within an ambitious hotel where I will be able to continue to increase my work experience & develop my abilities.

WORK EXPERIENCE

5 Star Hotel – Coventry
HOTEL RECEPTIONIST June 2008 - Present

Responsible for providing a friendly welcome & high-quality service over the phone to guests arriving at the hotel. Constantly portraying a highly professional image of the hotel & paying particular attention to guest satisfaction & efficiency.

Duties:

- Welcoming guests to the hotel in a polite, friendly and helpful manner.
- Dealing with late arrivals and assisting with early check-outs.
- Check out departing guests using the hotel's accounting system.
- Taking payment from guests in the form of cash or credit cards.
- Answering telephone inquiries promptly & professionally & transferring calls on.
- Being a point of contact for guests should they have any queries.
- Arranging for brief tours of the hotels rooms and facilities.
- Operating switchboard and directing calls appropriately.
- Dealing with and resolving customer complaints.
- Checking function sheets.
- Managing group bookings for conferencing, the restaurant and accommodation.
- Keeping up to date on all hotel products, services, pricing & promotional offers.
- Completing the night auditing procedures with accuracy and attention to detail.
- Maximise sales revenues through up selling and marketing programmes.
- Provide information and literature about the hotel in person and via telephone.
- Ensuring all relevant paperwork has been completed in order for a smooth hand-over at the end of your shift.

KEY SKILLS AND COMPETENCIES

- Having a professional manner with an emphasis on hospitality and guest service.
- Calm, efficient and organised.
- Friendly disposition with clear spoken English.

ACADEMIC QUALIFICATIONS

NVQ Certificate in Hospitality
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Linda Harris

Housekeeper CV

AREAS OF EXPERTISE

Ironing

Cleaning

Infection control

Health & safety

COSHH regulations

Linen services

Guest satisfaction

PROFESSIONAL

Spanish speaker

First Aid Certificate

PERSONAL SKILLS

Well presented

Reliable

Achieving and Doing

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well mannered, polite and hard working housekeeper with experience of overseeing the day-to-day operations of the housekeeping department to meet hotel standards & provide consistently seamless guest service. Having a proven ability to create a pleasant, safe, welcoming and clean environment for guests. Punctual, flexible and with an eye for detail and an ability to ensure a professional efficient and effective housekeeping service.

Currently looking for a suitable housekeeping that offers variety and the opportunity to develop both personally and professionally.

WORK EXPERIENCE

Hotel – Coventry
HOUSEKEEPER June 2008 - Present

Working as part of a team cleaning and re-setting rooms to deliver the best possible standards of cleanliness and hygiene. Reacting to guest requests positively and carry out any requests within reason.

Duties:

- Servicing bedrooms to the required standard, using cleaning materials / equipment.
- Supply & replace essential toiletries and breakfast items.
- Responsible for the housekeeping standards in the hotel, gym and spa.
- Providing an efficient and comprehensive housekeeping service.
- Ensuring that repairs are reported and carried out as quickly.
- Maintaining flowers in vases.
- Change & machine wash towels & Spanish-style bed sheets & also iron bed sheets.
- Completing daily and weekly cleaning schedules.
- Removing any broken or damaged furniture.
- Proactive reporting of all Health and Safety issues.
- Economical and safe use of housekeeping supplies and equipment.
- Informing guests of hotel facilities.
- Collection of food trays and returning them to the kitchen or food trolleys.
- Disposing of rubbish from rooms, taking it to the skip.
- Safeguarding all guest and hotel property.
- Managing materials costs & minimizing wastage.
- Maintaining an organised system for the storage & ordering of household materials.

KEY SKILLS AND COMPETENCIES

- Good knowledge of housekeeping processes & procedures.
- Excellent standards of hygiene and cleanliness.
- Capable of working to a very high standard and on own initiative.
- Experience of babysitting and dog walking.

ACADEMIC QUALIFICATIONS

NVQ Level 2 in cleaning
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry School 2000 - 2006

REFERENCES – Available on request.

Wendy Harris

Housing officer

AREAS OF EXPERTISE

Tenancy management

Homelessness

Housing finance

Welfare benefits

Report writing

Tenants rights

Property inspections

PROFESSIONAL

NVQ Levels 3 in Housing

First Aid Certificate

PERSONAL SKILLS

Responsible attitude

Interpersonal skills

Organisational and administrative skills

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident and reliable Housing Officer with extensive administrative and customer service experience. Possessing a considerable knowledge of tenancy issues and having excellent interpersonal and communication skills to advise tenants and resolve complex letting issues. A problem solver who enjoys a challenge and can work well under pressure whilst at the same time ensuring a resident-centred approach to lettings is adopted.

Keen to find a challenging position with responsible Social Housing Provider where I will be able to increase my work experience & develop my abilities.

WORK EXPERIENCE

Charity Housing Association – Coventry
HOUSING OFFICER June 2008 - Present

Helping tenants find the right home that suits their needs and circumstances as well as vetting potential tenants to ensure they are eligible for social housing. Also responsible for ensuring that properties are in good condition and well maintained.

Duties:

- Responsible for the day to day running of rented properties in my brief.
- Managing repair projects and ensuring that they are completed by deadlines.
- First point of contact for tenants and answering their queries.
- Regularly liaising with outside bodies i.e. Police, Hostels & Mediation Services.
- Ensuring that maintenance staff, caretakers & contractors are doing their duties.
- Inspecting properties, including pre-void inspections.
- Enforcing tenancy conditions and ensuring properties are in good condition.
- Setting rents, collecting them from tenants & dealing with arrears.
- Assisting Estate Managers in the completion of their duties.
- Dealing with rent arrears and taking the necessary steps.
- Completing paperwork for Tenancy Audits.
- Meetings with the local authority housing departments, social services & CAB.
- Writing reports, planning budgets, supervising teams and developing policies.
- Investigating repair requests and undertaking accurate fault identification then arranging for repair work to be undertaken.

KEY SKILLS AND COMPETENCIES

- Experience of Notices of Seeking Possession and also court hearings.
- Able to be sympathetic, yet firm with clients who may be angry or abusive.
- Extensive knowledge of excel, outlook, word, publisher, using the Intranet/Internet.
- Can tactfully deal with complaints from tenants their neighbours and the general public.

ACADEMIC QUALIFICATIONS

Level 4 Diploma in Housing - The Chartered Institute of Housing (CIH)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

HR advisor

AREAS OF EXPERTISE

Absence management

Performance appraisals

Employee relations

Recruitment

PeopleSoft

Implementing new initiatives

Equal opportunities

Health & safety

PROFESSIONAL

CIPD

Certificate in Personnel Practice (CPP)

PERSONAL SKILLS

Negotiation and influencing

Personal drive and resilience

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident and reliable HR advisor experience of creating and implementing policies to do with work conditions, disciplinary procedures and equal opportunities. Extensive knowledge of key processes such as disciplinary, grievance, redundancy, performance management and contractual changes. Having a proven ability to support a HR department by providing accurate and professional advice and guidance.

Currently looking for a suitable HR advisory position with a ambitious and exciting organisation.

WORK EXPERIENCE

Local Authority – Coventry
HR ADVISOR June 2008 - Present

Working with different departments and their line managers to help them to understand HR procedures and policies. Also responsible for giving advice on pay, promotions and benefit and listening to staff problems.

Duties:

- Providing HR support, guidance and expert advice to colleagues and managers.
- Developing HR practices and processes to ensure consistency.
- In charge of the disciplinary, grievance and redundancy processes.
- Writing job adverts and then advertising them.
- Carrying out salary reviews.
- Building effective relationships with trade union representatives.
- Responsible for the recruitment, selection and interviewing process.
- Develop, coordinate and deliver training modules as required.
- Advising on change and improvements within the organisation.
- Sickness / absence monitoring & reduction.
- Negotiating with staff regarding their pay.
- Ensuring all HR administrative records are updated and maintained.
- Advising managers on staff development.
- Negotiating terms and conditions of employment with staff.
- Conducting inductions with new starters in the business.
- Responsible for individual work events i.e. Long Service etc, maternity etc.

KEY SKILLS AND COMPETENCIES

- A good awareness of current HR best practice.
- Ability to multi-task within a demanding and fast paced environment.
- Good working knowledge of current employment legislation.
- Administrative / advisory experience in a Human Resources environment.
- Experience of PeopleSoft / query manager.

ACADEMIC QUALIFICATIONS

BSc (Hons) Business, Marketing and Human Resource Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

HR manager CV

Personal profile

An accomplished and driven professional with an entrepreneurial spirit and unmatched drive. Possessing a proven ability to contribute to a company at both strategic and operational level when delivering people management strategies. Richard is currently looking for a varied and challenging role with an organisation where he can make a name for himself and be rewarded financially for hard work.

Career history

HR Manager
Local Authority May 2008 – Present
Having overall responsibility for the recruitment polices of the company and also the welfare of the staff. Also managing the information held on the HR database and personnel files to ensure it is updated in a timely and accurate manner. Ensuring that all procedures comply with the Data Protection Act.

- Ensuring that only the best candidates with the right qualifications, skills and experience are employed.
- Writing informative job descriptions.
- Negotiating advertising rates with newspapers & online job boards & then placing job adverts with them.
- Liaising closely with trade unions, employee representatives and solicitors.
- Drafting offers of employment and promotion.
- Providing guidance to work colleagues and senior company management on all employment matters.

HR Advisor
Made up Company May 2006 – April 2008

Key competencies and skills

Human resources

- Comprehensive understanding of all current UK employment law legislation.
- Certificate in Employment Relations Law and Practice (CERLAP).
- Experience of managing grievance and disciplinary procedures.
- Able to develop, maintain and implement HR policies.
- Keeping all company employees are informed of key employment and company issues.

Personal

- Excellent organisational skills.
- Able to tactfully deal with difficult and sensitive situations.
- Good oral and written communication skills.
- Influencing, persuading, coaching and negotiating skills.
- Pro-active and self-motivated.
- Ability to prepare and present reports to director level.

Academic qualifications

BA (Hons) Business Management
Nuneaton North University 2005 - 2008

References - Available on request

Personal - Richard Adams, Dayjob Ltd, 120 Vyse street, Birmingham B18 4QX - E: info@dayjob.com – T: 0870 061 0121

Wendy Harris

Human resources officer

AREAS OF EXPERTISE

Recruitment

Employee relations

Pay administration

Performance management

Employment legislation

Financial report writing

Equal opportunities

Absence management

PROFESSIONAL

ITEC level 2 Certificate in Human Resources Administration

PERSONAL SKILLS

Planning

Decision making

Communication

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled professional with good all-round HR advisory skills. Very capable with an ability deal with all the recruitment and resourcing needs of a organisation. Experienced in providing timely and up to date HR advice to both managers and employees whilst at the same time making sure both the employee and employers interests are best represented. Extensive knowledge of working practices, recruitment, pay, conditions of employment and diversity issues.

Now seeking a suitable human resources officer position with a ambitious company.

WORK EXPERIENCE

Manufacturing Company – Coventry
HUMAN RESOURCES OFFICER June 2008 - Present

Dealing with all of the recruitment needs & employment issues of the company. Ensuring the timely recruitment of new employees into the business from the initial job offer being made through to their induction into the company including offer letters and contracts etc.

Duties:

- Dealing with redundancies, gross misconduct, maternity leave issues.
- Assisting in the short listing of suitable candidates from applications.
- Dealing and advising on disciplinary and grievance procedures.
- Developing & improving existing HR procedures and processes.
- Making sure that any promotions, transfers and pay rises take effect as planned.
- Assisting in the set up and maintenance of client & candidate databases.
- Conducting inductions for new employees.
- Providing employment references for past employees.
- Organising and arranging interviews for candidates.
- Writing the terms of employment & contracts for new employees.
- Conducting interview with job applicants, asking relevant questions.
- Writing job specifications and designing job adverts.
- Deciding which online job sites & newspapers to advertise jobs in.
- Conducting pre-employment checks on job applicants i.e. references, medical approval, academic etc.

KEY SKILLS AND COMPETENCIES

- Knowledge of promotional issues, salary reviews, examination awards etc.
- Excellent telephone manner and high standard of communication skills.
- Can ensure a company has the right balance of staff in terms of skills & experience.
- Experience of employee salary reviews.
- Able to analyse and interpret complex information.
- Able to deal with highly confidential matters professionally & discreetly.

ACADEMIC QUALIFICATIONS

BSc (Hons) Business Information Technology & Human Resource Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Interior designer

AREAS OF EXPERTISE

Computer-aided design (CAD)

Creating conceptual designs

Handsketching

Lighting and colour schemes

Client facing

Floor planning

Feasibility studies

Window dressing

PROFESSIONAL

BTEC - National Certificate in 3D Interior Design

PERSONAL SKILLS

Highly creative

Excellent imagination

Attention to detail

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident, competent and imaginative interior designer with extensive experience of working on a mixture of projects ranging from £300k through to £5m. Having a excellent commercial approach to solving problems and a proven ability to generate fresh solutions for the renovation of internal spaces, including structural alterations. An ambitious, creative and dedicated design professional eager to gain experience in a creative environment.

Now looking for a new and challenging position, one which will make best use of my existing creative skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Design Company – Coventry
INTERIOR DESIGNER June 2008 - Present

Working for a highly acclaimed interior design and decoration company. Involved in the interior design and documentation of mid to high level residential, commercial and private projects.

Duties:

- Meeting new & existing clients and determining their requirements.
- Delivering projects under strict deadlines and within the client's budget.
- Preparing drawing, sketches, proposals and quotations for clients.
- Providing drawing support to a senior interior designer.
- Co-ordinating and monitoring the work of both contractors and suppliers.
- Developing 2D/3D CAD product files into a product library for Design services.
- Producing working drawing packages, mood & sample boards & also 3d visuals.
- Organising and maintaining the practice library.
- Producing tender documentation, detailed drawing packages & written specification.

KEY SKILLS AND COMPETENCIES

- Familiar with UK building regulations and UK standards.
- Strong 3D modelling, visualization and animation skills.
- Good knowledge of construction detailing and material properties.
- Excellent knowledge of: Photoshop, AutoCAD 2010 & Sketch Up.
- Extensive experience in sourcing, specification, procurement as an FF + E designer.
- Capable of running with a project from initial concept to completion.
- Able to work on multiple projects simultaneously.
- Experience of leading projects and overseeing other members of staff.
- Ability to translate 2D drawings into 3D visuals.
- Knowledge of: digital, design & creative, studio, 3D & interiors, creative services.

ACADEMIC QUALIFICATIONS

BA (Hons) Interior Design
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Investment Analyst CV

Terence Smith

120 Vyse Street, Birmingham, B18 6NF
T: 0870 061 0121
M: 0007 123 4567
E: Terence.s@dayjob.com

PERSONAL PROFILE

A enthusiastic, energetic and hard working investment analyst who has a successful and consistent track record of achieving high returns for clients. Possessing extensive knowledge of global financial markets, including a wide variety of industries and sectors. Employing a evidence-based approach to all project s and experienced in assisting senior analysts and fund managers in writing accurate company-specific reports..
Currently looking for a suitable positions with a exciting and expanding company.

AREAS OF EXPERTISE

- Private equity
- Portfolio monitoring
- Time management
- Portfolio maintenance
- Direct client relations
- Product research
- Pension funds
- Unit trusts
- Troubleshooting

CAREER HISTORY

INVESTMENT ANALYST

Investment Company May 2008 - Present

Providing expert and professional advice, guidance and recommendations on a wide variety of industries. Constantly focusing in obtaining a excellent return on investment for clients.

- Analysing industry trends.
- Undertaking detailed analysis of various portfolios.
- Responsible for project progress documentation & schedule updates.
- Travelling to client and partner companies and holding meeting with senior managers.
- identify any inconsistencies and bringing them to the attention of senior managers
- Identifying and commenting on key investment issues at managerial meetings.
- Involved in the development of investment process and strategy.
- Maintaining internal databases and record systems.

TRAINEE INVESTMENT ANALYST

Investment Bank Apr 2007 – May 2008

As a new member of the team I was responsible for administrative and customer support to the investment department of an expanding company. Whilst doing this I was also learning on the job and my duties included attending meetings with clients, as well as researching companies and compiling reports on potential investment opportunities.

- Reading up on financial services legislation, regulations and industry issues.
- Contacting private clients by telephone, email and fax.
- Thoroughly investigating companies.
- Building and maintaining relationships with investment managers.
- Investigating and analyzing economic and market trends.
- Involved in equity analysis & company analysis.
- Reading financial statements and then coming to conclusions.
- Responsible for project progress documentation & schedule updates.

PREVIOUS CAREER HISTORY

MORTGAGE ADVISOR
Leading Bank May 2006 – Apr 2007

TRAINEE MORTGAGE ADVISOR
Mortgage Loan Company Jan 2005 – May 2006

BANK CASHIER
High Street Bank Jul 2004 – Dec 2004

KEY SKILLS AND COMPETENCIES

Professional

- Having a thorough understanding of investment disciplines.
- Data maintenance & accuracy.
- Responsible for project progress documentation & schedule updates.
- Attending pre- site / on-site meetings with clients, Senior Construction Managers and government officials.
- Knowledge of Bloomberg, Datastream and other financial information sources.
- Can communicate effectively and build relationships with high net worth individuals.
- Gaining a understanding of market segment and then writing reports about them.
- Ensuring that appropriate legislative, regulatory, professional and business standards are adhered to.
- Ability to constantly be on the look out for new investment opportunities.
- Responsible for project progress documentation & schedule updates.

Personal

- Able to work well under pressure, prioritise workload and work to deadlines.
- Can work on own initiative.
- Excellent written and verbal skills.
- Highly motivated with a positive attitude.
- Reliable and punctual.
- Passionate about the world of financial investments.
- Having a high level of intellectual curiosity.
- Willing and able to travel around Europe and the World.

ACADEMIC QUALIFICATIONS

London University
BA (Hons) Economics 2002 - 2005

Nottingham College
A levels: Math (A) English (B) Physics (D) Geography (A) 2001 - 2002

Professional
CFA
Investment Management Certificate

REFERENCES

Available on request.

Gary White

IT administrator

AREAS OF EXPERTISE

Microsoft operating systems

Computer networks and TCP/IP

Network cabling

Preventative maintenance

SharePoint Administration

Patch Management

Supporting desktop systems

Microsoft SQL Server

PROFESSIONAL

Microsoft Certified Master: Microsoft Exchange Server 2010

Microsoft Certified Master: Microsoft SharePoint Server 2010

PERSONAL SKILLS

Troubleshooting

Leadership

Time management

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A successful IT Administrator with extensive analytical and software experience of investigating and diagnosing network problem and also knowledge of IT operating systems, especially Windows, Exchange and Citrix. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with other support and development teams. Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organised and structured work ethic.

Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

WORK EXPERIENCE

Major Financial Company – Coventry
IT ADMINISTRATOR June 2008 - Present

Work as part of a proactive team of support staff responsible for delivering a high quality, customer-focused professional service. Providing the very highest level of technical support and customer service to internal staff.

Duties:

- Updating and monitoring IT user accounts.
- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining up to date Antivirus levels on all machines company wide.
- Working on Active Directory accounts, configuration of Blackberrys & laptops.
- Managing and monitoring of backups in multiple locations.
- Providing maintenance support and break-fix solutions.
- Follow Documented processes i.e. implementing change control procedures.
- Liaising & meeting with external suppliers of IT services.
- Producing reports for senior managers.
- Troubleshooting technical problems and implementing solutions.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Supporting a multi-site IT infrastructure of at least 100 employees.
- Responsible for the fast and accurate troubleshooting of reported faults.
- Providing technical support via helpdesk systems for a wide range of internal & external applications.

KEY SKILLS AND COMPETENCIES

- Highly organised and disciplined with a passion for Information Technology.
- A positive, high energy team player.
- Knowledge of VBscript, Shell Script, HTML language & Software licence control.
- Having a passion for providing excellent customer service.
- Customer focused and keen on exceeding expectations.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Science
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) ICT (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

IT manager

AREAS OF EXPERTISE

Project management

IT management

Managing crisis situations

Resource vendor management

Business analysis

Financial control

Project Delivery

Integration

Application development

PROFESSIONAL

MCSE

Prince2 Project Management Methodology

PERSONAL SKILLS

Decision making

People skills

Leadership skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled IT manager with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, PCB testing, network support, technical support and computer repairs.

Looking for a new and challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

WORK EXPERIENCE

Manufacturing Company – Coventry
IT MANAGER June 2008 - Present

Responsible for the day to day IT requirements of the company such as user management, trouble shooting, help and advise. Maintaining desktop applications, local area networks, IT security and telecommunications.

***Duties**:*

- Managing a team of over 30 administrative & technical staff.
- Strengthening the IT infrastructure through to implementing new technologies.
- Responsible for hardware and software installation, maintenance and repair.
- Performing routine audits of systems and software.
- Manage the IT budgets and expenditure on hardware and software.
- Developing & maintaining the company IT systems, software and databases.
- Recommending and implementing improvements and efficiencies.
- Reporting to the IT Director & Chief Executive.
- Having excellent time management, confidentiality & communication skills.
- Having strong IT, commercial, planning and budgeting skills.
- Management of server software and associated backup routines.
- To evaluate, test, advise, train and support I.T. related projects.
- Procurement of IT hardware, software and maintenance products & services.
- Responsible for the recruitment and training of new staff.
- Writing documentation for ICT procedures, security and disaster recovery.
- Maintaining documentation of changes regarding users, functions & systems.
- Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony.

KEY SKILLS AND COMPETENCIES

- Extensive knowledge of: Microsoft Windows Server 2000, 2003, Microsoft 2000, 2003 and 2007, wired and wireless networking skills, desktop and server hardware and antivirus and remote support products.

ACADEMIC QUALIFICATIONS

BSc (Hons) Business Information Technology and Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

IT support analyst

AREAS OF EXPERTISE

LAN/WAN networks

Switches and firewalls

SQL Server

MySQL

Windows Server (2003,2008)

1st/2nd line support

Cisco router

PROFESSIONAL

First Aid Certificate

French speaker

PERSONAL SKILLS

Troubleshooting

Proactive

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled IT support analyst with in-depth knowledge of architecting, installing and configuring computing systems. Experienced in providing client focused IT support and in successfully analysing and resolving IT hardware and software problems in a timely and accurate fashion. Having the ability to maintain a high degree of customer service for all support queries and possessing strong analytical and documentation skills.

Now looking for a new and challenging IT support analyst position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Technology Company – Coventry
IT SUPPORT ANALYST June 2008 - Present

Supporting all desktop IT Services including desktop PCs, laptops, PDAs, IP telephony, meeting room video conferencing and office printing. Manage routine maintenance jobs, database backups & ensure that they are secure & reliable

Duties:

- Meeting customers face to face and handling & prioritising problems.
- Installing and configuring computer systems using different build technologies.
- Perform routine backups & archival of files to assist with disaster recovery.
- Escalating and identify any critical issues.
- Analysing user support statistics/data and recommending appropriate measures.
- Answering incoming calls from clients, processing emails and logging calls.
- Following procedures/checklists and updating support documentation.
- Working with Windows servers & applications within a mixed OS environment.
- Working on large scale storage and backup systems i.e. SAN EMC2 CLARiiON.

KEY SKILLS AND COMPETENCIES

- Enthusiastic and able to interact with departments and personnel at all levels.
- Knowledge of Networking (such as TCP/IP switches and routers).
- Knowledge of installation, troubleshooting and configuration of PCs and software.
- Ability to work to rigorous deadlines and stay within quoted budgets.
- Mac workstations & laptops and associated admin tools and applications.
- Experience of Blackberry Devices and Blackberry Enterprise Server - BES.
- Good knowledge of standard computer languages.
- Undertaking and completing projects on your own initiative.
- Having a good understanding of virtualisation technologies i.e. VMware Infrastructure.

ACADEMIC QUALIFICATIONS

Computing and Networking (FdSc)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

IT support engineer

AREAS OF EXPERTISE

Networking – Switches / Routers / Firewalls

SQL

1st/2nd line issues

Infrastructure support

Server support

Microsoft technologies

Remote support tools

PROFESSIONAL

Microsoft Certified Desktop Support Technician (MCDST)

PERSONAL SKILLS

Problem solving

Commitment to outcomes

Highly analytical

Helpful attitude

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Now looking to further an already successful career by working for a ambitious and expanding company.

WORK EXPERIENCE

IT Consultancy Firm – Coventry
IT SUPPORT ENGINEER June 2008 - Present

Responsible for supporting the company's SME clients at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly.

Duties:

- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Maintain the companies network infrastructure.
- Networking and providing support for Windows, Macintosh and Linux issues.
- Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and server operating systems.
- TCP/IP networking and hardware maintenance and repair.
- Training new employees.
- Assistance with training of staff and compiling procedural documentation.
- Assisting the network manager with support requests.
- Ensure computer hardware is safe & complies with health and safety legislation.
- Applying patches in accordance with company procedures.

KEY SKILLS AND COMPETENCIES

- Experience as a Team Leader for projects and systems migrations.
- Excellent customer facing skills.
- A positive attitude towards customer service and good communication skills.
- Experience of Windows server 2003, Exchange /xp professional / office 2003.
- Commercial technical support experience of servers and network infrastructure.
- Ability to be clear & concise when explaining technical procedures to customers.

ACADEMIC QUALIFICATIONS

BSc (Hons) Web Programming
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

IT support technician

AREAS OF EXPERTISE

Diagnostics

System Backup

End User Support

New Installations and Support

Firewalls / Security

Hardware Exposure

Problem identification

Maintenance

PROFESSIONAL

Microsoft Certified Desktop Support Technician (MCDST)

PERSONAL SKILLS

Organisational

Problem solving

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright, talented and ambitious IT support technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organise and present complex solutions clearly and accurately.

Looking for a suitable IT support technician position with a successful and dynamic company that offers room for progression.

WORK EXPERIENCE

IT Consultancy Firm – Coventry
IT SUPPORT TECHNICIAN June 2008 - Present

Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners, X-terms and workstations. Supporting customers using remote access technologies and also by visiting client sites.

Duties:

- Diagnosis of desktop, application, networking and infrastructure issues.
- Experience of supporting a wide and varied client base.
- Troubleshooting PC's, laptops and mobile devices.
- Providing 1st/2nd line support to users.
- Administering the IT department's policies and procedures.
- Installation and support of telecommunication equipment.
- Maintaining a log of all problems detected and system back ups.
- Responsible for maintaining backups and for project work such as new builds.
- Working closely with software suppliers to resolve operational issues.
- Responsible for supporting: Windows XP/Vista/Windows 7/ Office 2003 and 2007, Windows Server, Small Business Server 2003/2008, Active Directory management Exchange 2003/2007, Blackberry Server/Windows Mobile, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations.

KEY SKILLS AND COMPETENCIES

- Excellent customer facing, communication and rapport building skills.
- Experience of Lotus Notes, Linux/Unix, VMware ESXi, Epicor ERP system.
- Thorough understanding of computer and networking concepts.
- Physically fit, able to work in confined spaces, crawl and lift heavy objects.
- Able to prioritize in a complex, fast-paced environment.
- Willing to work flexible schedules / shifts.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Networking
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Laura Brown

IT support

AREAS OF EXPERTISE

Desktop Support

Diagnosing hardware & software faults

Testing and evaluating new technology

Cisco

Oracle

VOIP

Windows Active Directory

Data Protection Act

PROFESSIONAL

First Aid Qualified

German speaker

PERSONAL SKILLS

Problem solving

Customer service skills

Troubleshooting

PERSONAL DETAILS

Laura Brown
34 Anywhere Road
Coventry
CV6 7RF

T: 02477 888 5544
M: 0887 222 9999
E: laura.b@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.

Currently looking for a suitable IT support position with a ambitious company or organisation.

WORK EXPERIENCE

Technology Support Company – Coventry
IT SUPPORT SPECIALIST June 2008 - Present

Reporting directly to the IT Manager and collaborating closely with other IT team members. Responding to queries in a timely and accurate manner and resolving queries to the user's satisfaction.

Duties:

- Responsible for diagnosing & resolving hardware, software & end users problems.
- Acting as the first point of contact for all IT & technical queries.
- Developing the infrastructure and systems to meet the companies needs.
- Working within a TCP/IP network environment, including DHCP, DNS and ethernet
- Involved in the rollout of software updates and patches.
- Investigate specialist and complex IT support issues.
- Communicating with third party technical specialists.
- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software programmes.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Provide secondary support for LAN administration.
- Responsible for allocating work to junior staff and induction training for new staff.
- Deploying new hardware, server backups & evaluating new software & security risks.
- In-depth knowledge of Microsoft Windows client operating systems, XP, Vista / Windows & Microsoft Office up to Office 2007.

KEY SKILLS AND COMPETENCIES

- Physically fit & able to lift IT equipment, crawl under desks to access cabling etc.
- Experience of problem resolution & quality assurance procedures.
- Able to communicate complex IT issues to suppliers and non-technical staff.
- Ability to work well in a team environment.
- IT security experience including anti-virus / malware, encryption deployment.
- Experience of web content management systems.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computing
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Java developer

AREAS OF EXPERTISE

JavaScript

JSP

SQL

Customer training

Database - SQL development

Client facing skills

Oracle, PL/SQL

Software development

Project management methodologies

PROFESSIONAL

Sun Certified Programmer for Java 6 (CX-310-065)

PERSONAL SKILLS

Problem solving

Multitasking

Communication

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A skilled java developer with proven expertise in using new tools and technical developments to drive improvements throughout a entire software development lifecycle. Having extensive industry and full life cycle experience in a java based environment, along with exceptional analytical, design and problem-solving capabilities. Excellent communication skills and able to work alongside support teams and the java community to define and refine new functionality.

Looking for a ambitious company which will challenge my developer and problem solving skills and allow me to continue to develop my knowledge and potential.

WORK EXPERIENCE

IT Consultancy Firm – Coventry
JAVA DEVELOPER June 2008 - Present

Working with other developers to build technical solutions & complete projects to budgetary and quality requirements. Also involved in requirements gathering, demonstrating software prototypes, technical sales presentations, customer training.

Duties:

- Development of Java interfaces & Configuration Management of the source code.
- Working with users to establish requirements and determine priorities.
- Meeting client's face to face at their offices.
- Developing new applications, components & functionality to existing systems.
- Involved in accurately providing estimated development times.
- Developing new functionalities, both back-end and front-end.
- Analyzing data and conducting compatibility and quality assurance testing.
- Identifying & addressing conflicts with newer client-implemented software.
- Investigating alternate configurations & implementing better solutions.
- Designing, developing, testing & configuring for a custom pre-authenticated scenario.

KEY SKILLS AND COMPETENCIES

- Strong core Java development experience.
- Ability to develop creative solutions for complex problems.
- Solid understanding of Tomcat, JBoss, GlassFish and OC4J servers.
- Extensive knowledge of JDBC / ORM Tools and relational databases.
- Excellent team worker with strong coaching and mentoring skills.
- Web development: HTML, CSS, Javascript; PHP, ASP.NET.
- Database: Oracle (TOAD), SQL Server, MySQL, Microsoft Access.
- Software development: Java: J2SE (including Swing), J2ME; Prolog, C, C#.
- Experience with application servers and containers as well as developing and integrating web services.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computing
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Salma Khan

Junior software developer

AREAS OF EXPERTISE

SQL

C++

.NET

Coding applications

Requirements gathering

Testing

Mobile applications

SQL server

Bug reports

PROFESSIONAL

First Aid

Urdu

PERSONAL SKILLS

Self starter

Flexible & adaptable

Communication

Problem solving

PERSONAL DETAILS

Salma Khan
68 Made Up Street
Bury
B7 9JJ

T: 0161 333 2222
M: 0777 111 9999
E: salma.k@emaladdress.co.uk

DOB: 08/12/1984
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A talented graduate developer with a strong academic background and some commercial experience. Ability to think through a problem coupled with the confidence to make ideas heard. A proven ability to maintain and enhance company software with the aim of improving operational functionality in line with business requirement.

Salma is currently looking for a software developer opportunity that will allow her to work alongside an expert team of developers. Thereby helping to drive her career progression to more senior roles in the future.

ACADEMIC QUALIFICATIONS

BA (Hons) Computer Science 2:2
Bury University 2007 - 2010

A levels: Maths (A) English (A) Geography (A)
Radcliffe College 2005 - 2007

WORK EXPERIENCE

Salford Accountancy Firm – Coventry
ACCOUNTS ASSISTANT June 2010 - Present

Working with analyst programmers in providing support to the IT business systems. Responsible for ensuring software reliability, fitness for purpose, efficiency, security, safety and maintainability.

Duties:

- Working on systems maintenance patches and data fixes.
- Creating test programs according to specification.
- Providing support in the event of software failure.
- Suggesting improvements to the usage of applications and their design.
- Providing support, maintenance and enhancement to new and existing systems.
- Developing and testing solutions.
- Ensuring accuracy of output on business critical systems.
- To support customers and operational staff in issue resolution.
- Analysing user requirements & then developing systems that meet their requirements.

KEY SKILLS AND COMPETENCIES

- Experience of working through all stages of a development project.
- Ability to manage own projects and portfolio.
- Good administration and organisational skills.
- Exposure to PHP development.
- Having a logical approach to problem solving.
- A strong understanding of professional software development practice.
- Able to communicate complex issues to a large range of stakeholders at all levels.
- Knowledge of differing methodologies.
- Possessing a solid academic understanding of software development principles.
- Proven ability to meet agreed project and customer satisfaction targets.
- Have exposure to requirements definition and concept of workflow / reporting.
- Experience of working on large scale websites and micro sites.

REFERENCES – Available on request.

Gary White

Kitchen assistant

AREAS OF EXPERTISE

Food preparation

Food rotation

Health & safety

Food handling

Kitchen operational procedures

PROFESSIONAL

Basic hygiene certificate

First Aid certificate

CRB checked

PERSONAL SKILLS

Service minded

Organized and methodical

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled kitchen assistant with good all-round food preparation and catering expertise. Very capable with a track record of dealing with all kitchen, canteen and culinary related issues. A proven ability to react in areas that require immediate attention and ensuring that all food is always presented to the highest possible standards. Ambitious and seeking to continually broaden knowledge of food, cutting edge cuisine, and overall event presentation.

Now looking for a new and consultancy position, one which will make best use of my existing catering skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Secondary School – Coventry
KITCHEN ASSISTANT June 2008 - Present

Assisting the chef and other catering staff with the preparation of hot and cold foods whilst following and implementing all health and safety regulations. Providing food for up to 40 pupils at a sitting.

Duties:

- Preparing, cooking and serving meals for pupils, staff and visitors.
- Keeping the working area, kitchen and canteen clean and tidy.
- Applying hygiene and safety regulations.
- Maintaining the kitchen equipment, utensils and machinery.
- Preparing food for pupils who have special dietary requirements.
- Helping the chef to prepare snacks, breakfast and meals.
- Completing cleaning rotas and other administrative daily records.
- Attending to complaints concerning food and service.
- Working on the till, taking cash.
- Report any maintenance or hygiene issues to the Kitchen Manager.
- Assisting in stock control, portion control and quality control.
- Supervising the provision of all crockery, cutlery, detergents and kitchenware.
- Ensuring that the dining rooms, kitchen, storage facilities and other work areas are kept clean and conform to sanitary regulations.

KEY SKILLS AND COMPETENCIES

- Aware of procedures with regards to cleanliness and storage of food.
- Effectively managing time and productivity whilst at work.
- Cold food section experience.
- Able to carrying out a critical analysis of food safety operations.
- Ability to undertake and perform duties to a satisfactory level in a busy work environment.

ACADEMIC QUALIFICATIONS

NVQ Level 2 Food Preparation
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Gary White

Legal assistant

AREAS OF EXPERTISE

Legal research

Document management

Diary management

Contract terminology

Preparing legal documents

Customer and Personal Service

Secretarial duties

PROFESSIONAL

Certificate and Diploma for Legal Secretaries (City & Guilds)

PERSONAL SKILLS

Integrity

Commitment

Judgement

Methodical

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Highly efficient legal assistant with extensive knowledge of the administrative and secretarial procedures in a legal environment. Extensive experience and understanding of laws, legal codes, court procedures, precedents and government regulations. A strong team player with excellent client facing and configuration skills. Having an ability to communicate complex sensitive information in an understandable form to clients.

Now looking forward to a making a significant contribution in a company that offers a genuine opportunity for progression.

WORK EXPERIENCE

Solicitors Office – Coventry
LEGAL ASSISTANT June 2008 - Present

Tasked with providing general legal administrative and secretarial support to solicitors & a legal team. Involved in researching legal precedent, investigating facts and also keeping professional contact with a caseload of over 100 clients.

Duties:

- Involved in cases of litigation, arbitration and regulatory investigations.
- Audio typing legal documents for private clients.
- Typing, formatting, amending contracts, letters and other legal documents.
- Managing and forwarding on requests from Clients for legal assistance.
- Providing secretarial & paralegal support to a team of solicitors.
- Responsible for the management of Commercial Contracts.
- Recording and submitting expense forms.
- Reviewing and analysing large volumes of documentary evidence.
- Writing replies to points of dispute with clients.
- Investigating facts and law & calling upon witnesses to testify at hearing.
- In charge of Co-ordinating access to meeting & conference rooms.
- Managing the flow of paperwork & communication with partners.
- Greeting visitors who come to the offices and introducing them to their solicitor.
- Filing and administrative responsibilities.
- Assisting with the completion of Confidentiality Agreements.
- Coordinating and arranging meetings and diary schedules.
- Photocopying, scanning documents and faxing as required.

KEY SKILLS AND COMPETENCIES

- Have a working knowledge of the role and responsibilities of a secretary.
- Ability to work well within a team.
- Can work under pressure and with limited supervision.
- Creative and resourceful in producing results with minimal direction.

ACADEMIC QUALIFICATIONS

FDeg in Legal Practice (Foundation Degree)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Legal secretary

AREAS OF EXPERTISE

Commercial

Document management

Personal Injury

Conveyancing

IT skills

Administrative support

Audio typing skills

PROFESSIONAL

Legal Secretaries Certificate

PERSONAL SKILLS

Articulate

Polite and helpful

Smart appearance

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled professional with excellent secretarial and administrative skills. Possessing a proven ability to provide a high level of legal secretarial support to a strong and busy team of solicitors. Very capable with an high level of accuracy and consistency in all areas of work. Well presented, punctual, confident and having the ability to provide all the general administrative requirements of a legal firm.

Now looking for a new and challenging legal secretary position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Solicitors Firm – Coventry
LEGAL SECRETARY June 2008 - Present

Managing the secretarial duties in a busy solicitors office. This includes the day to day administrative duties including the co-ordination and implementation of office procedures. Keeping the client database p to date as well as tracking processes to ensure efficiency and compliance with legislation.

Duties:

- Organizing and maintaining law libraries, documents, and case files.
- Transcribing and proof reading documentation.
- Preparing agendas, compiling spreadsheets and preparing minutes of meetings.
- Co-ordinating diaries and travel arrangements.
- Photocopying and maintaining stationery stock.
- Schedule and make appointments.
- Following up pending court cases & keeping a track of the latest court decisions.
- Assisting with the monthly invoicing process including raising invoices.
- Answering and transferring calls, taking messages and managing emails.
- Writing letters, manuscripts and financial documents.
- Close & archive files & deeds in accordance with the Records Management Policy.
- Preparing court documents and going to court or Police cells with solicitors.
- Monitoring the distribution of dictation work.
- Managing and coordinating case papers & documentation for meetings as required.
- Organising travel, including flights, transfers, accommodation and Visas.

KEY SKILLS AND COMPETENCIES

- Extensive knowledge of legal terminology.
- Able to clearly communicate with both client's and senior managers.
- Excellent copy, digital dictation and audio typing ability.
- Exceptionally well organised.
- Ability to handle confidential and sensitive information with appropriate discretion.

ACADEMIC QUALIFICATIONS

Level 3 Certificate/Diploma for Legal Secretaries
Nuneaton University 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2006

REFERENCES – Available on request.

Lynne Archer

Library assistant

AREAS OF EXPERTISE

Librarianship

New technology

Collection management

Indexing

Archive management

Information management

Dissemination of information resources

PROFESSIONAL

RSA 11

Can speak French

First Aid qualified

PERSONAL SKILLS

Communication

Organising

Numeracy and literacy skills

PERSONAL DETAILS

Lynne Archer
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: lynne.a@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A capable library assistant who is literate, numerate and able to work under pressure in a busy library environment. A good team player who is committed to supporting qualified librarians and to delivering high quality customer care to library users. Capable of fulfilling all daily administrative duties and also specialist tasks like helping patrons with visual disabilities locate Braille books, large-print books or audio books.

Lynne is presently looking for a suitable library assistant position.

WORK EXPERIENCE

Coventry North Library – Coventry
LIBRARY ASSISTANT June 2008 - Present

Responsible for creating an inviting library environment, keeping the library in good order and replacing books on the shelves. Using the library computer system to control the circulation of library stock and give information.

Duties:

- Assisting library users to locate books, information and resources.
- Enforcing policies regarding noise, eating and drinking etc.
- Answering enquiries using IT based research tools and the internet.
- Engaging with library users face to face and over the telephone.
- Involved in delivering children's activities like reading stories etc.
- Undertaking clerical and office tasks like filing, photocopying etc.
- Referring complex enquiries to other staff as appropriate.
- Maintaining stocks of stationery, supplies and help-sheets etc.
- Preparing stock for the shelves, shelving and shelf tidying, and repairing books.
- Checking areas of the library to ensure that information on display is up to date.
- Handling payments, including cash, in relation to fines and/or services.
- Registering new users, checking their ID, then Issuing cards, updating systems, and explaining what facilities and services users are entitled to.

KEY SKILLS AND COMPETENCIES

- Experienced in working in a customer service environment.
- Able to cover as relief for the absence and annual leave of other library staff.
- Good level of IT literacy.
- Ability to exhibit tact & diplomacy when dealing with upset or aggressive people.
- Ability to work under pressure on a busy frontline service.
- A positive attitude towards training and personal development.
- Willing to work late nights and weekends.
- A pleasant manner when dealing with customers and colleagues.

ACADEMIC QUALIFICATIONS

BSc (Hons) Information & Library Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Make up artist

AREAS OF EXPERTISE

Special effects

Period makeovers

Hairstyles

Artistry skills

Prosthetics

Model make up

Fantasy make up

PROFESSIONAL

Cosmetology License

Makeup Certification

Aesthetician License

PERSONAL SKILLS

Patience

Focused

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly resourceful, flexible and innovative make up artist who possessing excellent inter-personal and communication skills. Experienced in ensuring that models, performers and presenters have suitable make-up and hairstyles before they appear in front of cameras or an audience. Extensive knowledge of taking into account the size of a venue, lighting, and distance between a audience, the stage and performers.

Now looking to further an already successful career as a make up artist by working for an ambitious and expanding company.

WORK EXPERIENCE

Film Producing Company – Coventry
MAKE UP ARTIST June 2008 - Present

Seeing to it that the actors' and presenters' hair and make-up are done correctly and touched up when necessary. One-to-one personal sessions, interpreting the clients requirements and then carrying out makeovers.

Duties:

- Providing elevated skincare diagnosis and makeup application for clients.
- Analyzing a clients face before applying any make up.
- Liaising with actors and producers to identify the make up requirements.
- Hiding blemishes, or making the performer look beautiful, old or young.
- Taking photographs of work.
- Giving actors realistic looking scars or unusual physical characteristics.
- Working on wigs, whiskers and special effects.
- Communicating with directors and costume designers.
- Understand a persons color and skin tone.
- Casting facial and body moulds and sculpting latex foam.
- Taking into consideration the shape, bone structure and eye shape of clients.
- Analyzing scripts to make sure characters end up looking the way they are described.

KEY SKILLS AND COMPETENCIES

- Knowledgeable about the effects of stage lighting on a person's appearance.
- Excellent communication skills in dealing with actors and artists.
- Complete understanding of the special effects/make-up processes on the skin
- Able to work day or night and can stand of fee for long periods of time.
- Experience of applying makeup for television and film.
- Artistically inclined and appreciating colour and beauty.
- Detail oriented, able to multi-task, experience working in fast paced retail environment.

ACADEMIC QUALIFICATIONS

FdA Specialist Make-up Design (Foundation Degree)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Managing director

AREAS OF EXPERTISE

Project management

Marketing

Financial management

Product launch

Client retention

Implementing policies

Cost control

PROFESSIONAL

MBA

Prince 2

PERSONAL SKILLS

Commercial acumen

Innovative ideas

Inspiring innovation

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A results driven, self-motivated and resourceful managing director with a proven ability to develop and strengthen management teams in order to maximise company profitability and efficiency. Experienced leading and growing all sectors of a business to make it a dynamic and progressive organisation. Possessing excellent communication skills and able to establish sustainable and profitable relationships with customers, suppliers and stakeholders across the world.

Now looking for a new and challenging managerial position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

IT Consultancy Firm – Coventry
MANAGING DIRECTOR June 2008 - Present

Responsible for the day-to day running of the business with a particular emphasis on sales and business development. Making sure that the business continues to grow by way of developing new clients whilst maintaining its existing customer base.

Duties:

- Identifying, developing and directing the implementation of business strategy.
- Cultivating the companies reputation in the market & with customers & suppliers.
- Involved in planning & organising the organisation's activities to achieve targets.
- Responsible for the Profit & Loss responsibility for the business.
- In charge of leading, motivating and developing the management team.
- Liaising with officials of government departments and regulatory bodies.
- Managing multi-disciplined teams and resolving any conflicting priorities.
- Developing business plans and preparing comprehensive business reports.
- Improving margins and maintaining a high quality service to clients.
- Reviewing, refining and developing the strategy and direction of the company.
- Building client relationships that result in revenue and profitability growth.
- Responsible for the companies health and safety and legislative adherence.
- Creating and maintaining links with other trade and professional associations.
- Keeping control of business expenditure, ensuring it's within agreed budgets.

KEY SKILLS AND COMPETENCIES

- Strong leaderships skills in board governance, new business development.
- Comprehensive understanding of financial management principles.
- Entrepreneurial with commercial acumen and excellent management skills.
- A motivated team player who is results driven.
- Results-oriented with a positive outlook, and a clear focus on high quality and business profit.

ACADEMIC QUALIFICATIONS

BA (Hons) Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Angela White

Market research analyst

AREAS OF EXPERTISE

Market research

Data analysis

Consumer trends

B2B

Competitive Intelligence

B2C

Report writing

Field surveys

Competitor analysis

PROFESSIONAL

German speaker

Diploma in Statistics

PERSONAL SKILLS

Strong analytical thinker

Communication skills

Goals orientated

PERSONAL DETAILS

Angela White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: angela.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A results orientated market research analyst with experience of conducting, analysing and interpreting customer, competitor and market intelligence across the marketing spectrum on customer segmentations and product categories. Passionate about providing high quality, cutting edge research and have an understanding of the complex profile of consumers and how business can tap directly into their habits, aspirations and attitudes.

Now looking to continue as a market research analyst with a forward looking company that has ambitions for growth.

WORK EXPERIENCE

Market Research Company – Coventry
MARKET RESEARCH ANALYST June 2008 - Present

Responsible for collecting market data and evaluating information from diverse market sources. Analysing qualitative & quantitative information to support and review new and existing marketing and sales strategies.

Duties:

- Creating and produce market research reports on specific products and markets.
- Making recommendations to senior managers based upon research findings.
- Having to deal with press, trade and customer enquiries.
- Defining target markets and opportunities within them.
- Processing and analysing raw data into reports for senior managers.
- Work with external data suppliers regarding data accuracy and integrity.
- Responsible for the development of client reports on current trends.
- Making sure that methods of data collection are effectively and accurate.
- Designing effective questionnaires based on activity objectives and market knowledge.

KEY SKILLS AND COMPETENCIES

- Can coordinating qualitative research studies like one-on-one or focus groups.
- Confident telephone manner and face to face skills when doing research.
- Comprehensive knowledge of Word, Excel, PowerPoint, and SPSS/SAS.
- Ability to work well with numbers and analyze complex data.
- Following 'best practice' in research design and documentation.
- Knowledge of consumer behaviour and why they buy certain brands.
- In-depth knowledge of market research tools and databases.
- Ability to work in a structured and organised manner.
- Experience of quantitative and qualitative research.
- Confidently communicate market research insights to influence business decisions.

ACADEMIC QUALIFICATIONS

BSc (Hons) Mathematical Science with Statistics
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Marketing assistant

AREAS OF EXPERTISE

Market research

Direct marketing

Lead generation

Competitor analysis

Sales/ promotional material

Event coordination

Writing press releases

Online marketing

Copy writing

PROFESSIONAL

NVQ in Marketing
(City & Guilds)

PERSONAL SKILLS

Resilience

Hands on attitude

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident, honest and hardworking individual with extensive knowledge of supporting a sales team in all areas of a companies marketing strategy. Possessing effective organisational skills and proficiency with administration and practical tasks, including planning market research, organising the distribution of literature to helping to put on an event. A quick learner who can absorb new ideas and can communicate clearly and effectively with work colleagues, clients and senior managers.

Now looking for a suitable marketing assistant position with an ambitious company.

WORK EXPERIENCE

Manufacturing Company – Coventry
MARKETING ASSISTANT June 2008 - Present

Supporting the sales process by being involved in the day to day activities of the marketing department and by providing an invaluable support service to the sales and marketing team.

Duties:

- Support the company in the implementation of it's marketing campaigns.
- Producing & analysing sales figures, hen reporting them to marketing managers.
- Proof reading for all marketing material, both print and online.
- Writing marketing emails & then sending them to customers & sales prospects.
- Assisting the marketing team with day to day administration duties.
- Responsible for maintaining & updating the companies website & social media.
- Coordinating telemarketing activity.
- Managing & maintaining product & data information within company systems.
- Assisting in organising promotional events.
- Liaising on a daily basis with clients , customers and suppliers.
- Involved in drafting PowerPoint and Word pitches.
- Attending networking events & promoting the company.
- Booking advertisement space with local newspapers.
- Liaising on a daily basis with clients , customers and suppliers.
- Involved in organising planning and controlling exhibitions.
- Working with the sales team to maintain and update pricing / listing details.
- Involved in producing and publishing online marketing material.
- Helping to run mailshot campaigns.

KEY SKILLS AND COMPETENCIES

- Proactive, determined and able to work across all functions.
- Numerically astute and comfortable with undertaking financial analysis.
- Ability to be creative and to show initiative.

ACADEMIC QUALIFICATIONS

BA (Hons) Marketing
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Marketing executive

AREAS OF EXPERTISE

Local marketing

Business development

In store event management

Campaign management

E-mail marketing

Press releases

Customer retention

Telessales

PROFESSIONAL

First Aid Certified

ECDL

PERSONAL SKILLS

Initiative

Building relationships

Creative thinking

PERSONAL DETAILS

Gary White
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Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly efficient, results driven and capable marketing executive with a proven ability to effectively develop, manage and control relationships between the company and its target audience. Having a proven track record of quickly understanding a marketing campaigns mission, vision and objective and then communicating this to potential customers. Enjoying challenging briefs & able to work to an excellent standard under considerable pressure whilst presenting a positive image to clients & colleagues.

Now looking for a suitable sales position with a ambitious & exciting company.

WORK EXPERIENCE

Kitchen Suppliers – Coventry
MARKETING EXECUTIVE June 2008 - Present

Working as part of a busy sales team involved in annual & quarterly tactical planning, scheduling & also delivery across multiple media. Responsible for ensuring that promotional activity is targeted, effective in attracting potential customers.

Duties:

- Planning & implementing marketing activities across all online & offline channels.
- Setting up new marking strategies.
- Generating sales leads.
- Managing customer relationships.
- Logging and progressing all new leads / potential sales enquiries.
- Writing new marketing material & website content.
- Assisting with campaign building, press releasing & promotional copy production.
- Making sales calls and handling enquiries from potential customers.
- Involved in the online, web and email marketing campaigns.
- Analyse and produce reports on data provided by customers.
- Campaign tracking, measurement, evaluation and reporting on all activity.
- Co-ordinating company representation at relevant conferences and exhibitions.
- Monitoring and optimising key internet search engine campaigns.
- Liaising with strategic partners, internal stakeholders and key customers.

KEY SKILLS AND COMPETENCIES

- Experience in being involved in multiple marketing campaigns in parallel.
- Thorough understanding of promotional and advertising activity.
- Ability to work to tight deadlines and multi-task.
- Good understanding of methods to assess marketing ROI.
- Ability to work in a fast paced and evolving sales environment.
- Ability to troubleshoot independently.
- Experience of CRM such as Goldmine.

ACADEMIC QUALIFICATIONS

BSc (Hons) Marketing
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Marketing manager

AREAS OF EXPERTISE

Direct marketing

Marketing plans

SEO & PPC campaigns

Client development

Brand marketing

Sales presentations

B2B and B2C

Competitor analysis

Project management

Market research

PROFESSIONAL

Higher Professional Diploma in Business Administration (City & Guilds)

PERSONAL SKILLS

Positive attitude

Influencing skills

Patient

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly efficient, innovative and methodical marketing manager with extensive experience of supporting sales departments by reviewing, developing, defining their overall marketing strategy. Can relate well with people at all levels and has the flexibility of working well as part of a team or individually. Comfortable working in a fast paced, hands-on, growth orientated work environment and possessing a proven ability to ensure that brand messages, standards and communications are understood and implemented effectively.

Now looking forward to a making a significant contribution to the marketing department of a company that offers genuine opportunities for progression.

WORK EXPERIENCE

Online Retailer – Coventry
MARKETING MANAGER June 2008 - Present

In a business critical role making a substantial contribution to the future growth of the company. Responsible for all corporate marketing, researching and planning campaigns, including the delivery and results for a key strategic initiatives.

Duties:

- Developing a marketing team to implement strategy & delivering on objectives.
- Design, implement & facilitate an effective local & national marketing strategy.
- Carrying out effective research & intelligence into competitor products & other trends.
- Constantly improving business development activities.
- Overseeing and managing financial budgets.
- Manage daily activities with PR, press and marketing communications agencies.
- Develop partnerships & relationships with third parties to meet strategic objectives.
- Identifying key marketing opportunities.
- Making sure that campaigns run to deadline and on budget.
- Online campaigns, web site, use of digital/social media.
- Budget setting and control, including measurement and return on investment.
- Management of sponsorships for conferences and events.
- Exceptional project and time management skills.
- Monitoring & reporting to senior managers on the effectiveness of strategies/campaigns.
- Setting the scope, implementation, management & review of marketing campaigns.

KEY SKILLS AND COMPETENCIES

- Experience of executing a successful website marketing campaign.
- Strong leadership and consensus building skills.
- Track record in the development and implementation of integrated campaigns.
- Able to quickly understand customer needs and to deliver timely and cost-effective solutions.

ACADEMIC QUALIFICATIONS

BSc (Hons) Marketing
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Mechanic

AREAS OF EXPERTISE

Bodywork repair

HGV servicing

Part stock control

Diagnostic technician

Auto electrical

MOT testing

Fault diagnosis

Engine repairs

PROFESSIONAL

Cat B driving licence

Apprenticeship in Motor Vehicle Mechanics

ATA accreditation

MOT license

PERSONAL SKILLS

Confident manner

Professional experience

Communication skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled mechanic with good all-round technical and mechanical expertise. Very capable with an ability to diagnose faults on vehicles using specialist diagnostic equipment and to then successfully repair or replace defective parts. A productive team player, able to work to deadlines and targets, self motivated, organised and able to multi task. Experience of developing apprentices and disseminate knowledge and experience to others.

Now looking for a new and vehicle mechanic position, one which will make best use of my existing skills and experience and also further my development.

WORK EXPERIENCE

MOT Garage – Coventry
MECHANIC June 2008 - Present

Responsible for carrying out warranty repairs to manufacturers guidelines. Including repairs, replacing brakes and suspensions, servicing of vehicles. Also ensuring all work is completed on time & within service schedules.

Duties:

- Calculating & verifying the estimated parts required for repair.
- Repairing and servicing vehicles booked into the workshop.
- Ensuring the correct specialist tools are used to carry out repairs.
- Servicing, timing belts, cam belts and MOT repairs.
- Stripping / fitting and repair all makes and models of accident damaged cars.
- Carrying out inspections and reconditioning of vehicles.
- Stripping, fitting and replacing components on vehicles.
- Liaising with customers and service reception staff.
- Making sure the work bay & garage is tidy and safe to work in.
- Carrying out test drives on vehicles to diagnose existing faults.
- Investigation faults using special mechanical tools and diagnostic equipment.
- Ordering or picking up parts from suppliers.
- Checking every critical part of a vehicle, including belts, hoses, plugs, and brake and fuel systems.

KEY SKILLS AND COMPETENCIES

- Aware of safety regulations when lifting heavy tools and parts.
- Experience of servicing large vehicles such as trucks 7.5 tonne lorries & above.
- Ability to identify & diagnose vehicle faults.
- Experience of heating, ventilation and air conditioning equipment.
- Experience & knowledge of the latest IT technologies used in fault diagnosis.
- Experience of mechanical work at a car dealer franchises, petrol stations and auto supply store.

ACADEMIC QUALIFICATIONS

City & Guilds level 3 in Light Vehicle Mechanics, Maintenance & Repair
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Gary White

Medical Sales

AREAS OF EXPERTISE

Key account management

Pharmaceutical sales

Healthcare sales

Medical liaison

Business & territory planning

Strong planning

Organisation skills

B2B Telesales

PROFESSIONAL

ABPI qualified

PERSONAL SKILLS

Self starter

Persuasiveness

Ambitious

Excellent communicator

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An enthusiastic, articulate and well presented medical sales representative who has a successful sales track record in healthcare or pharmaceuticals. Highly efficient and currently working as part of a successful team proactively selling, promoting medical equipment and generating new and repeat consumable and contracts business in order to achieve sales targets. Can communicate effectively with key decision makers and would be an asset to any employer who respects loyalty and responsibility.

Keen to find a challenging position within an ambitious company where I will be able to continue to increase my work experience & develop my abilities.

WORK EXPERIENCE

Pharmaceutical Company – Coventry
MEDICAL SALES REPRESENTATIVE June 2008 - Present

Part of a successful team proactively selling, promoting medical equipment and generating new and repeat consumable and contracts business in order to achieve sales targets.

Duties:

- Arranging appointments with doctors, pharmacists and hospital medical teams.
- Creating & executing a territory business plan focused on generating sales.
- Selling medical products to hospitals throughout the sales territory.
- Targeting general practitioners, practice nurses and retail chemists.
- Working with distributors to establish sales chains.
- Attending exhibitions when required.
- Building long term relationships and offering flexible solutions to clients.
- Having excellent sales acumen and strong service orientation.
- To identify, influence and build relationships with key decision-makers.
- Selling sterile disposable medical devices.
- Advising potential clients on the products, providing technical knowledge etc.
- Marketing to specialist nurses in the secondary care and community markets.
- Liaising with NHS Liaison & Hospital team colleagues to understand local issues.
- Building lasting relationships with clients during a complex, technical sells.
- Making presentations as well as providing product demonstrations and training.

KEY SKILLS AND COMPETENCIES

- Possess the ability to influence a positive sales outcome with a customer.
- Having the necessary confidence, initiative, motivation and reliability to succeed.
- Able to identify & hunt down sales opportunities.
- Experience of selling to district, tissue viability & vascular nurses.
- Comfortable with target customer call rate and message retention metrics.

ACADEMIC QUALIFICATIONS

MPharm (Hons) Pharmacy
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Rachel Smith

Mental Health Nurse

AREAS OF EXPERTISE

Anger management

One to one support

Enhanced thinking skills

Dual diagnosis (Drug and Alcohol)

Administration of medication

'De-escalation' techniques

Cognitive behaviour therapy

Administration

CAREER STATEMENT

"I feel that my greatest strengths are firstly my ability to develop and maintain a close working relationship with my patients. Secondly my ability to liaise with psychiatrists, occupational therapists, GPs, social workers and other health care professionals to plan and deliver care using a multidisciplinary patient-centred approach.".

Rachel Smith

PERSONAL SUMMARY

A knowledgeable and enthusiastic registered mental health nurse with hands on experience of working with children, adults and older people suffering from various mental health conditions. Experience of providing high quality patient centred care, and committed to National Ser-vice Framework. N.I.C.E. and Essence of Care initiatives.

Committed to safeguarding and promoting the welfare of patients and helping them to recover from their illness or come to terms with it in order to maximise their life potential. Rachel is currently looking for a opportunity to act as an independent practitioner with her own caseload.

CAREER HISTORY

Highrise Hospital - Watford
MENTAL HEALTH NURSE August 2009 - Present

Providing patients with a safe, person-centred, secure environment where individuals can receive the appropriate care and treatment required to manage their complex and long-term needs closer to home.

Duties:
- Assisting in the supervision and development of health care assistants.
- Assessing the care needs of patients.
- Responsible for the custody, storage and administration of medicines.
- Development, implementation and evaluation of programmes of care.
- Working with mental health service-users in a multi-professional setting.
- Looking after patients with severe and enduring mental illness.
- Performing administrative duties.
- Involved in the screening, assessment and follow up support of patients.
- Liaising with other health care professionals and social workers.
- Reporting to senior managers.
- Involved in the provision of a structured substance misuse service in a community-based environment.

Capeham Health Servicess - London
TRAINEE NURSE June 2007 – August 2009

Responsible for the assessment of care needs and the development, implementation and evaluation of programmes of care. Helping people to recover from their illness or come to terms with it.

Duties:
- Responsible for the clinical co-ordination of individual and group therapies.
- Formulations of appropriate care plans and delivery of care co-ordination.
- Prioritising cases for allocation.
- Maintaining a safe and secure environment.
- Worked with personality disordered clients.
- Assisted patients with learning disabilities.
- Supervising junior staff.
- Maintaining a high standard of nursing care during procedures and treatments through supervision and instruction.

PROFESSIONAL

CRB cleared

POVA

Valid NMC PIN

Registered RMN

PERSONAL SKILLS

Listening skills

Emotional resilience

Focused

Confident personality

Co-ordinating

PERSONAL DETAILS

Rachel Smith
89 Anywhere Road
Watford
W3 7RD

T: 0207 000 9999
M: 0777 777 3333
E: rachel.s@dayjob.co,.uk

DOB: 24/08/1986
Driving license: Yes
Nationality: British

KEY COMPETENCIES AND SKILLS

Professional

- In depth understanding of the Mental Health Act.
- Experience of working in nursing homes and residential settings.
- Experience of various projects including drug and alcohol.
- In-patient nursing practises in accordance with clinically effective interventions.
- Experience of Microsoft software like Word, Excel and PowerPoint.
- Able to manage complex case loads.
- Experience of providing one-to-one care within the nursing home.
- Experience of working with adolescent children.
- Proven organizational and administrative ability
- Preparing and maintaining patient records.
- Can identify whether and when patients are at risk of harming themselves or others.

Personal

- Good communication skills and professional approach to work.
- Flexible and able to work independently.
- Possessing a confident and articulate manner.
- Willing to work flexible hours and to travel to a variety of sites.
- Looking after patients with drug and alcohol abuse problems.
- Able to respond to distressed patients in a non-threatening manner.
- Ability to stay calm under pressure.
- Able to react quickly and effectively when dealing with challenging situations.

ACADEMIC QUALIFICATIONS

Watford College, Watford 2006 - 2007

A' Levels:

Maths	B
English literature	A
Physics	B
Geography	D

St Mathews Secondary School, Watford 2002 - 2006

GCSE's:

English	C
Maths	C
Science	A
Technology	B

REFERENCES – Available on request.

Linda Harris

Nanny CV

AREAS OF EXPERTISE

Preparing meals

Childcare

Baby sitting

Baby washing

Live in nanny

Housekeeping

Planning activities

PROFESSIONAL

First Aid and CPR certification

CRB cleared

French speaker

PERSONAL SKILLS

Emotional maturity

High stress tolerance

Warm and sociable

Fun personality

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well mannered, articulate and responsible nanny, with great deal of experience and interest in children and their development. A confident child carer who is emotionally mature and possess high energy levels and an ability to develop close relationships with both children and families. Possessing excellent communication skills and able to relate well with people at all levels and converse in a polite and courteous manner. Able to work to an excellent standard under considerable pressure whilst presenting a positive image to others.

Keen to find a challenging position within a responsible employer where I will be able to continue to increase my work experience & develop my abilities.

WORK EXPERIENCE

Childcare Agency – Coventry
NANNY June 2008 - Present

Responsible for looking after two young children, one of them being a baby. Being totally focused on the children, organising and implementing their daily routines and helping then to grow learn and develop.

Duties:

- Responsible for the safety, wellbeing, care and development of young children.
- Getting children ready in the morning and then taking them to school.
- Reading to and with the children.
- Attending any medical appointments or social events with the children.
- Helping children with after-school activities like homework.
- Being disciplined with the children when required.
- Washing and bathing children as well as changing nappies.
- Providing healthy meals and snacks for the children.
- Providing supervision and constant care to children.
- Stimulating children to read and be active.
- Playing with the children and taking them shopping & to the park.
- Tidying up children's bedrooms and play areas.
- General housekeeping duties like cleaning, washing up and ironing.
- Planning and organising age related activities.
- Preparing bottles of milk for babies.

KEY SKILLS AND COMPETENCIES

- Experience of assisting first time mothers on maternity leave.
- Prepared to travel nationally and internationally with the family.
- Confident and imaginative with constructive play and age appropriate activities.
- A driver with full clean license and own car.
- Proactive, very creative and have fantastic ideas to keep children occupied.

ACADEMIC QUALIFICATIONS

NVQ Level 3 in Children's Care Learning and Development
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2006

REFERENCES – Available on request.

Gary White

Network engineer

AREAS OF EXPERTISE

Cisco Router

Cisco Switch

Network management

Switching

Routers

Firewalls

Firewall principles

Remote Access

PROFESSIONAL

MCSA

CCNA Certified

PERSONAL SKILLS

Customer support skills

Good documentation skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An enthusiastic network engineer with the necessary drive and determination needed to resolve complex networking issues. Possessing effective organisational skills and excellent working knowledge of networking technologies and having a commitment to keep up to date with the latest developments. Experienced in providing motivation, guidance and a up to date networking consultancy service to both colleagues and clients.

Now looking for a new and challenging network engineer position, one which will make best use of my existing skills and experience and also further my development.

WORK EXPERIENCE

IT Networking Support Company – Coventry
NETWORK ENGINEER June 2008 - Present

Responsible for maintaining and installing computer networks based around Microsoft Server Technologies. Working as part of a team and operating in a fast paced, changing and challenging 24x7 environment.

Duties:

- Administering & designing LANs, WANs internet/intranet, and voice networks.
- Analysing & developing key components using methodology prescribed techniques.
- Communicating and negotiating with users, specialists, other staff and suppliers.
- Network connectivity troubleshooting, ping, tracert, telnet.
- Responsible for communication protocols, configuration, integration & security.
- Investigating, diagnosing and resolve all network problems.
- Maintaining pre-packaged software applications on the LAN.
- Upgrading and repairing faults on CIS systems, networks & peripheral equipment.
- Cisco & HP switch configuration in particular VLAN configuration/troubleshooting.
- Working with multiple technical platforms i.e. mainframe, two-tiered client-servers and three-tiered client-servers.

KEY SKILLS AND COMPETENCIES

- Good understanding of static routing, SQL databases and VMware.
- Have a good technical network background.
- Working knowledge of major networking components & hardware components.
- Knowledge of ITIL incident, problem & change management.
- Ability to explain technical issues clearly to non technical colleagues.
- Experience of performance measurement, capacity and tuning issues.
- Thorough understanding of Novell, Windows, UNIX or NT.
- Able and willing to work flexible hours in the UK when necessary.
- Extensive knowledge of Microsoft based operating systems, including Windows Server 2008, and Windows Vista.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Science
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Laura Jones

Nursery nurse

AREAS OF EXPERTISE

Communicating

Administration

Childcare

First Aid

Team work

Health & Safety

Working with children

CAREER STATEMENT

"I feel that my greatest strengths are my ability to understand and meet the needs of individual children and families. Having a clear understanding of the importance of confidentiality and being able to provide a stimulating, caring and consistent environment for young children.."

Laura Jones

PERSONAL SUMMARY

A team player with excellent communication skills and qualified up to level 3 in childcare. Possessing valuable experience of working with children aged between 1-5 years, ensuring that they are cared for in a happy, safe and stimulating environment. Passionate about providing first class childcare to infants under my supervision.

Having an enthusiastic attitude and working hard to ensure good practice is demonstrated across all areas of the Nursery, from planning quality activities, to communicating with all parents and liaising with other staff.

Presently looking for a nursery nurse position that offers great training and long term career development opportunities.

CAREER HISTORY

Barton Primary School - Salford
NURSERY NURSE April 2009 - Present

Assisting qualified teachers in providing high quality childcare in nursery and infant classes. Helping the children with their learning, play, educational and social development. Having regular contact with parents and other professionals such as social workers and medical staff.

Duties:
- Maintaining toys and play equipment.
- Finding ways to stimulate children.
- Supporting carers who look after children.
- Helping to feed, wash and clean the youngsters.
- Following and implement the policies and procedures set out by the nursery.
- Ensuring that all daily routines are adhered to.
- Liaising with parents to resolve problems.
- Coordination and planning activities.
- Occasionally having to lock up and unlock the Nursery premises.
- Helping to settle in new children.

St Mathews Primary School - Manchester
NURSERY ASSISTANT May 2008 – March 2009

Helped to organise, plan and also participate in activities that entertained and also taught children under my care, in areas such as music, painting, reading etc. Was also responsible for educating children in terms of their basic learning skills.

Duties:
- Keeping accurate administrative records of a child's development and progress.
- Working in the toddler room, creche and providing lunch cover.
- Maintained children's records and carry out assessments..
- Kept the play area safe, clean and tidy.
- Contributed to and participated in team meetings and activities.
- Welcomed and assisted visitors to the nursery.
- Undertook out of hour activities like summer fairs and Christmas activities.
- Recorded accidents/incidents in the books provided.
- Encouraged children to respect others.

PROFESSIONAL

Relevant First Aid Certificate

Basic Food Hygiene Certificate

CRB cleared

Paediatric First Aid

PERSONAL SKILLS

An eye for detail

Excellent communicator

Tactful & articulate

Problem solving

Excellent organisational skills

REFERENCES

Available on request.

PERSONAL DETAILS

Laura Jones
62 Made Up Street
Manchester
M13 6RJ

T: 0161 643 2238
M: 0778 000 111
E: laura.j@emailaddress.com

KEY COMPETENCIES AND SKILLS

Personal attributes

- Possess a responsible, patient and caring attitude.
- Excellent communication skills.
- Able to work as part of a nursery team.
- Have a relaxed and fun attitude when talking to children.
- Greatly enjoy working with kids.
- Confident and able to work on own initiative.
- Committed to safeguarding and promoting the welfare of children.
- Ensuring confidentiality at all times.
- Able to communicate effectively both verbally and in writing.
- Having a good understanding of EYFS standards.
- Flexible and adaptable.
- Having a good understanding of EYFS standards.

Professional

- Understanding of and commitment to the implementation of equal opportunities.
- Knowledge of health and safety issues.
- Participate in the training programme of a wide variety of students.
- Knowledge Of OFSTED Standards.
- Knowledge Of The Children's Act.
- Having a good understanding of EYFS standards.
- Have an understanding of equal Opportunities.
- Able to undertake certain domestic jobs within the Nursery, for example, preparation of snack meals, cleansing of equipment.

ACADEMIC QUALIFICATIONS

CACHE Level 2 Certificate in Child Care and Education

City & Guilds, CACHE or BTEC Level 2 Certificate in Children's Care, Learning and Development

Mathew Secondary School, Manchester

A' Levels:

Maths	A
English literature	C
Geography	B

Wendy Harris

Occupational therapist

AREAS OF EXPERTISE

Stroke Training & Awareness

Anxiety management

Neurological Disorders

Upper limb rehabilitation

Medication management

Counselling

Clinical Governance

PROFESSIONAL

Safeguarding of vulnerable adults (SOVA)

Protection of child abuse (POCA)

PERSONAL SKILLS

Team work

Supervising

Listening

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A hard working, articulate and well-organised individual who is flexible and able to adapt to challenges when they arise while remaining aware of professional roles and boundaries. Possessing a proven ability to devise treatment programmes that increase a clients ability to carry out activities or occupations independently, and with more confidence. Having experience of managing multiple caseloads prioritising needs, and completing required administrative tasks.

Now looking to further an already successful career as a occupational therapist by working for a reputable organisation.

WORK EXPERIENCE

Private Health Service Provider – Coventry
OCCUPATIONAL THERAPIST June 2008 - Present

Having a caseload of up to 14 clients and helping them in their everyday activities such as cooking, personal care and accessing the local community. Using the occupational process of data gathering, initial interview, assessment, planning and goal setting and discharge planning to assist patients.

Duties:

- Developing and preparing appropriate therapeutic care plans.
- Following care plan objectives, keeping records of attendance & client progress.
- Supporting & instructing patient in activities relating to their treatment programme.
- Supporting clients to promote their rights and advocating for them if necessary.
- Designing, running and evaluating therapeutic interventions.
- Liaising with other healthcare professionals on the best treatment for clients.
- Working with MDT to present assessments and feedback on a patient's progress.
- Helping people prepare for discharge and life in the community.
- Assisting people to return to work.
- Dealing with patients diagnosed with schizophrenia & personality disorders.
- Dispensing medication and planning monthly medication orders.
- Maintaining clear, concise and accurate patient records in compliance with local and national standards.

KEY SKILLS AND COMPETENCIES

- Holding a DH1 driving licence enables to drive Mini buses.
- Very good communicating and listening skills.
- Able to use standard and non standard techniques to assess patients.
- Maintaining professional practice through on going supervision.
- Experience of working as part of a Multi-Disciplinary Team (MDT).
- Able to develop good professional & supportive relationships with clients, their families and carers.

ACADEMIC QUALIFICATIONS

BSc (Hons) Occupational Therapy
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Psychology (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Office Junior

AREAS OF EXPERTISE

Managing databases

Co-ordinating diaries

Creating documentation

Administration duties

Covering reception

MS packages, in particular word and excel

PROFESSIONAL

ECDL

First Aid Certificate

PERSONAL SKILLS

Willing to learn

Organised

Trustworthy and reliable

Well spoken

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An adaptable, conscientious and enthusiastic office junior who is also hardworking and motivated with a passion for a career in administration. Motivated, confident, keen to learn and with strong attention to detail as well as having excellent inter-personal skills. Possessing a 'can do' attitude and willingness to take on routine but essential tasks and looking to develop their career with a leading company.

Now looking for a suitable office junior position that offers lots of opportunity for career development and also makes best use of my existing skills and experience.

WORK EXPERIENCE

Local Service Company – Coventry
OFFICE JUNIOR June 2008 - Present

Helping with the smooth running of the office by screening incoming calls, managing the post and email, greeting visitors and other general administrative and secretarial duties.

Duties:

- Providing general administrative support to colleagues & the Office Manager.
- Answering the phone and forwarding callers on to relevant staff.
- Dealing with all general emails & incoming calls on behalf of the department.
- Collecting outgoing post for franking.
- Collecting & sorting out the post.
- Checking that paper is filled up in photocopiers/fax machines.
- Matching, batching and Coding of all Finance invoices.
- Collecting and signing for deliveries from couriers.
- Ordering and collecting lunch for senior staff, making tea etc.
- Accurate data entry and keeping of records.
- Providing lunch break cover for the reception & secretarial teams.
- Photocopying & printing large batches of documentation.
- Greeting visitors to the office in a professional and friendly manner.
- Check the emails and voicemails of absent / sick office staff.
- Ensuring that meeting rooms are equipped with flipcharts, pens etc.
- Going to the bank and depositing cheques.
- Responsible for the ordering of stationery, printer and photocopier supplies.

KEY SKILLS AND COMPETENCIES

- Well presented, articulate and a good communicator.
- Excellent telephone manner
- Able to work effectively in a fast busy office and when under pressure.

ACADEMIC QUALIFICATIONS

Office Procedures - Vocational 1,2 (City & Guilds)
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Brian Mills

Office manager

AREAS OF EXPERTISE

Office administration

IT skills

Health & safety

Equality & Diversity issues

Chairing meetings

Staff performance

Budget control

PROFESSIONAL

RSAII

First Aid qualified

PERSONAL SKILLS

Leadership ability

Pro-active

Communication and team working skills.

Able to delegate

PERSONAL DETAILS

Brian Mills
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: brian.m@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly-organised administrator with proven office management skills and lots of initiative. Able to deal with people at all levels and capable of ensuring the office runs like clockwork. Experience of organising and supervising of the administrative activities in a busy office environment, all within budget and to tight timescales.

Knowledge of using a range of office software, including email, spreadsheets and databases. Currently looking for a suitable office managers position with a reputable company.

WORK EXPERIENCE

Barkley Car Supplies Company – Coventry
OFFICE MANAGER June 2008 - Present

Overall responsibility for the smooth running of the office. Making sure that all office systems are managed and maintained, including Staff Recruitment Files; Stationery Log and Stock Checks; Uniform Sales; Petty Cash; and Client Files.

Duties:

- Producing documents, briefing papers, reports and presentations.
- Experience of managing a team of up to 10 staff members.
- Organising and maintaining diaries and making appointments.
- Staff administration including holiday and sickness tracking.
- Assisting with the preparation of the monthly management accounts.
- Monitoring of staff timesheets time in lieu and holidays.
- Organising meetings and ensuring senior managers are well prepared for them.
- Maintaining & developing the office filing systems both on paper and computer.
- To identify, plan and execute implementation of new business streams.
- Ensuring that any concerns or complaints are dealt with appropriately.
- Involved with recruitment; dealing with ad responses, sourcing potential candidates and arranging interview's.

KEY SKILLS AND COMPETENCIES

- Leading by example, providing clear management and leadership.
- Good office management skills and computing skills.
- Organising maintenance of systems, document records, space management, etc.
- Self motivated with the ability to work on your own initiative.
- Ability to come up with own ideas to take the company forward.
- Experience of forward planning and team management.
- Can coordinate external recruitment and manage temps.
- Able to motivate a team and have excellent people management skills.
- Experience of managing the updating and maintaining of the company website.
- Report monthly on office progress, identifying areas of concern or improvement.

ACADEMIC QUALIFICATIONS

Foundation Degree in Business and Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Operations manager

AREAS OF EXPERTISE

Performance management

Financial control

Customer satisfaction

Recruitment

Staff training

Margin Performance

Commercial awareness

HS&E

PROFESSIONAL

MBA

NEBOSH certificate

PERSONAL SKILLS

Decisiveness

Integrity

Troubleshooting

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Operations manager with experience of successfully coordinating the activities of various departments concerned with the production, pricing, sales, and distribution of products & services. Comfortable working with people of all levels and having a excellent commercial approach to solving problems and developing business processes. Having proven people management skills, with the ability to manage performance and motivate staff on an individual and team level.

Now looking for a new and challenging managerial or consultancy position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

Plastics Manufacturing Company – Coventry
OPERATIONS MANAGER June 2008 - Present

Driving operational improvements, maximising the value of the asset base while ensuring a tight control on operational costs. Responsible for monitoring and continually improving standards of performance and quality within the operation.

Duties:

- Managing a team of approximately 100 employees in a busy work environment.
- Negotiating contracts, ensuring that they balance value and risk.
- Establish and implement departmental policies, goals, objectives, and procedures.
- Creating, managing and analysing performance data and other information.
- Ensuring that capacity and capability are continually planned.
- Encouraging, identifying and developing best practice strategy.
- Ensuring compliance to all Environmental Health & Safety goals & objectives.
- Producing Operations manuals which define how the business is to be run.
- Working closely with the Financial Manager, Facilities Manager, IT Manager & HR department.

KEY SKILLS AND COMPETENCIES

- Proven ability to lead, motivate and build successful teams.
- Understand all legal, regulatory, information security and compliance requirements.
- Proven influencer & negotiator.
- Achieving targets in a dynamic and complex business environment.
- Team leading & people development skills.
- Able to manage and develop a diverse group of highly skilled people.
- A pragmatic approach to getting the required results.
- Ability to manage operations within budgetary constraints.
- Building and maintaining strong and effective relationships with suppliers and customers.

ACADEMIC QUALIFICATIONS

BA (Hons) Marketing with Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Oracle developer

AREAS OF EXPERTISE

Oracle E-Business Suite modules

Oracle Configurator

Oracle Forms and Reports

UNIX

SQL Server Analysis

SDLC (software development life cycle)

Oracle ERP application implementation

Oracle Install Base

PROFESSIONAL

Prince 2

PERSONAL SKILLS

Problem solving

Attention to detail

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright, talented, ambitious and self-motivated Oracle developer with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Able to play a key role throughout the system development / support life cycle of a project to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to produce detailed technical specifications from client requirements.

A quick learner who can absorb new ideas and can communicate clearly and effectively. Currently looking for a opportunity to join a dynamic, ambitious, growing company and forge a career as a first class Oracle developer.

WORK EXPERIENCE

Oracle Specialist Consultancy Firm – Coventry
ORACLE DEVELOPER June 2008 - Present

Participation in a medium-size system implementation through the full project lifecycle. Responsible for the design, construction, unit test, code review and bug fix of allocated modules to agreed time, quality and cost.

Duties:

- Involved in the support, maintenance and development of critical systems.
- Carrying out design, construction, review and defect analysis activities.
- Responsible for database design and development and Application Tuning.
- Defining and generating screen formats and report designs.
- Providing suitably tested fixes to defects within the sanctioned delivery process.
- Producing and updating relevant documentation.
- Developing in accordance with policies regarding secure coding & standards.
- Meeting clients face to face and on site to ascertain requirements.
- Develop software in accordance with agreed design with consideration for usability, software quality and future maintenance.

KEY SKILLS AND COMPETENCIES

- Extensive experience of Oracle 8i, Oracle 11g and Oracle PL/SQL.
- Ability to produce clear, documented and commented code.
- Experience in Oracle database design and development.
- Proficiency in Java, SQL, PL/SQL, OAF, JDeveloper and JSP.
- Shell scripting languages, preferably shell, bash, python.
- Development experience in Configurator models, rules, and extensions.
- Oracle 10g, SQL, AQ, ESQL, PL/SQL, database design and tuning.
- Knowledge of object orientated analysis and design techniques.
- Experience of Oracle application interfaces including OCCI, OCI, ESQL, PRO C, SQL Loader.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Science
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Paralegal

AREAS OF EXPERTISE

Hardcopy document management

General administration

Legal research

Summarizing legal documents

Preparing reports

Legal terminology

Client facing

PROFESSIONAL

Certificate and Diploma for Legal Secretaries (City & Guilds)

PERSONAL SKILLS

Reliable and adaptable

Efficient

Interpersonal skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly efficient paralegal professional who is client focused with an ability to build strong relationships with internal and external clients. Having the ability to work quickly and accurately under pressure, dealing confidently with changing and conflicting priorities. Possessing a proven ability to help define a companies direction, achieve goals and optimise it's core business.

Aspiring to gain entry and start a challenging career with an ambitious and high profile company that offers a genuine opportunity for progression.

WORK EXPERIENCE

Solicitors – Coventry
PARALEGAL June 2008 - Present

Working in a busy solicitors office and helping them with the many tasks that are needed to build a court case. Part of a small team of assistants to the partners and associates and covering a whole range of administration tasks & paralegal work.

Duties:

- Arranging meetings & assisting with the drafting & amending of legal documents.
- Performing substantive legal work, conducts research & provides legal support.
- Creating court/matter bundles, filing & issuing documents at court.
- Performing legal research for solicitors and senior managers.
- Acting as a liaison with outside law firms.
- Bundle preparation including witness bundles and trial bundles.
- Proofreading of documents including contracts, agreements and transcripts.
- Prepare legal documents i.e. contracts, company policies & trademark applications.
- Responsible for coordination and administration of contracts.
- Boxing and indexing files to be sent to deeds for off-site storage.
- Responsible for the structure & content management of the company website.
- Assisting with government and regulatory compliance reporting.
- Preparation of documents for court hearings, trial, arbitration & mediations.
- Bulk printing, arranging photocopying, copy-checking, indexing, file preparation and collation.

KEY SKILLS AND COMPETENCIES

- Ability to exercise discretion and to remain poised under pressure.
- Ability to work on your own initiative without close supervision.
- Organised, pro-active, self-motivated, efficient and flexible.
- A strong client focus and a good commercial judgement.
- Effective interpersonal, written & oral communication skills in an international context.

ACADEMIC QUALIFICATIONS

FDeg in Legal Practice (Foundation Degree)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Paramedic

AREAS OF EXPERTISE

Invasive procedures

Emergency driving

Patient assessment

Patient care

Ambulance technician

Life support techniques

Infection Prevention and Control

PROFESSIONAL

HPC registration

ECDL

PERSONAL SKILLS

Assertive

Ability to make decisions

Alert and perceptive mind

Reassuring manner

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly resourceful, innovative and committed paramedic with extensive experience of dealing with medical emergencies and of providing professional patient focused care. Having the ability to manage demanding situations that involve minor injuries, sudden illness, and casualties arising from road and rail accidents, criminal violence, fires and other incidents. Possessing excellent client facing and configuration skills and a strong team player.

Now looking for a new and challenging position, one which will make best use of my existing skills and experience and also further my personal

WORK EXPERIENCE

Health Trust Emergency Trust – Coventry
PARAMEDIC June 2008 - Present

Attending life and death emergencies and applying artificial airways through intubates, perform defibrillation, basic and advanced cardiac life support and initiating treatment as well as performing rescue techniques.

Duties:

- Arriving first at the scene of a emergency and assessing a patient's condition.
- Performing triage at the scene of an emergency to determine the priority of care.
- Organising and arranging for a casualties speedy transportation to a hospital.
- Assuming immediate control of accident & emergency situations.
- Giving appropriate medical advice and training to healthcare colleagues.
- Involved in the resuscitating and stabilisation of patients.
- Co-operating with other emergency services - Police, Fire Brigade as required.
- Completing documentation i.e. Patient Report Forms, Incident Reports.
- Administering, non–prescription, prescription and controlled drugs.
- Undertaking emergency driving duties of various medical vehicles.
- Deciding on whether and how to move a injured patient.
- Updating hospital staff and healthcare professionals about a patients condition.
- Taking responsibility of a patients possessions during transportation.
- When required administering drips, oxygen supplies and apply splints.
- Checking medical equipment to maintain a state of operational readiness.

KEY SKILLS AND COMPETENCIES

- Effective social skills gained from experience, dealing with the public.
- High standard of personal hygiene; clean, tidy and professional appearance.
- Knowledge of using advanced medical equipment for medical treatment.
- Complying with the code of conduct as per the Paramedic Training Manual.
- Physically fit, able to carry out manual handling including the lifting of patients and equipment.

ACADEMIC QUALIFICATIONS

BSc (Hons) Paramedic Practice
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Payroll

AREAS OF EXPERTISE

Payroll administration

Pensions administration

SAP payroll

Reconciliations

Database skills

Book keeping

IT skills

Personnel and Human Resources

PROFESSIONAL

NVQ Level 4 in Payroll Administration

CRB

European Computer Driving Licence (ECDL)

PERSONAL SKILLS

Efficient

Analysing skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A conscientious and hard working payroll administrator with extensive experience of payroll administration, tax issues, time sheets and benefit plans. Having a flexible and helpful attitude towards work and able to maintain accurate employee records and keep senior management informed about changes in tax and deduction laws that apply to the payroll process. Experience of providing a payroll service to practice clients with up to 50 employees.

Keen to find a challenging position within an ambitious company where I will be able to continue to increase my payroll experience & develop my abilities.

WORK EXPERIENCE

Accountancy Practise – Coventry
PAYROLL CLERK June 2008 - Present

Work as part of a team in a busy finance department ensuring that wages are paid correctly and on time. Also responsible for analysing and reporting on financial data & involved in running employee benefits schemes & conducting equal pay reviews.

Duties:

- Arranging the payment of staff salaries through the computerised payroll system.
- Administering SSP SMP SPP schemes.
- Calculating and recording sickness payments and processing time sheets.
- Processing all tax documentation, P45, P46 etc.
- Calculating payroll from timesheets and general payroll administration.
- Ensuring all permanent & temporary staff are paid on time.
- Maintaining accurate records of sick/maternity/parental leave.
- Completion and submission of payroll year end.
- Providing training & support to new employees and more junior members of the team.
- Attach new employees to the computerised pay system.
- Processing expenses and overtime claims.
- Answering queries from staff or external bodies promptly.
- Providing advice to staff and managers about taxation and National Insurance.
- Assisting in the administration of the company pension scheme.
- Undertaking calculations relating to payroll queries, overpayment, maternity and BACS recalls.

KEY SKILLS AND COMPETENCIES

- Experience of working in a fast paced, customer focused payroll department.
- Ability to do manual calculations as well as being competent with payroll systems.
- Able to work own initiative and to strict deadlines.
- Strong communication skills to assist with query resolution.
- Aware of the legislation associated with the processing of sensitive personal data.

ACADEMIC QUALIFICATIONS

Institute of Pensions & Payroll Management (IPPM) Foundation Level
Nuneaton Central College 2006 - 2008

GCSE: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2002 - 2006

REFERENCES – Available on request.

Mary Cunningham

Personal Assistant

AREAS OF EXPERTISE

Administration

Secretarial duties

Finance administration

Document management

IT skills

Event management

Diary management

PROFESSIONAL

RSA II

PERSONAL SKILLS

Organising

Confident and professional manner

Excellent memory

Remain calm under pressure

PERSONAL DETAILS

Mary Cunningham
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: mary.c@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly motivated, confident individual with exceptional multi-tasking and organisational skills. Able to exhibit confidentiality, discretion, tact, diplomacy and professionalism when dealing with directors or senior managers. Possessing a proven ability to help managers to make the best use of their time by dealing with their secretarial and administrative tasks.

Ready and qualified for the next stage in a successful career. Currently looking for a suitable PA position with a ambitious company.

WORK EXPERIENCE

Fenn Property Management – Coventry
PERSONAL ASSISTANT June 2008 - Present

Working in a fast paced environment, giving full administrative and secretarial support to a Senior Manager. Involved in staff training, recruitment, benefits, management of data and Health & Safety issues.

Duties:

- Provide general secretarial / administration support to senior managers & Directors
- Organising external / internal meetings attending them and taking minutes.
- Liaising with other staff regulatory authorities, suppliers and clients etc.
- Responsible for answering & screening telephone calls & face to face enquiries.
- Making appointments and arranging travel and accommodation.
- Raising purchase orders, expense claims and arranging invoices.
- Maintaining and enhancing the working environment of the department.
- Carrying out routine administrative duties like photocopying and filing etc.
- Writing reporting and briefing papers and making presentations.
- Dealing with incoming emails, faxes and post.
- Producing board meeting papers, agendas, and facilities for meetings.
- Promoting a professional image of the company.
- Responsible for stationery acquisition including periodicals and subscriptions.
- Involved in recruitment, budgets & accounts, managing junior staff & HR issues.

KEY SKILLS AND COMPETENCIES

- Excellent communication skills able to liaise confidently with senior management.
- Good understanding of Director level responsibilities.
- An excellent level of attention to detail.
- Able to work on your own initiative and to tight deadlines.
- Excellent word processing, shorthand and effective minute taking and IT skills.
- Audio typing, word processing and shorthand experience.
- Ability to prioritise workload in a demanding team environment.
- Experience & knowledge of Microsoft Office, PowerPoint, Excel, Outlook.

ACADEMIC QUALIFICATIONS

Business Administration Executive Secretarial HNC
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Wendy Harris

Personal trainer

AREAS OF EXPERTISE

Fitness consultant

Bodybuilding

Power lifting

Lifestyle assessments

Strength training

Nutrition

Gym Membership Sales

PROFESSIONAL

Level 3 personal training

Advanced First Aid & CPR certificates

Shokk Gym Qualified (Kid's gym)

PERSONAL SKILLS

Motivating

Excellent communicator

Able to network

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly competent and enthusiastic personal trainer with a proven ability to help people achieve their fitness goals. Possessing a successful track record of evaluating a client's physical fitness, understanding their needs and then developing a practical and achievable workout routine for them to reach their targets. Possessing the necessary communication skills required to gain the trust of clients and thereby retain their business. Indeed during the previous 12 months successfully signed up over 220 new gym members. Now looking to further an already successful career by working for an ambitious and exciting fitness centre.

WORK EXPERIENCE

City Centre Fitness Gym – Coventry
PERSONAL TRAINER June 2008 - Present

Working closely with clients to develop personalised health and fitness plans for them. Responsible for providing advice on nutrition as well as encouraging clients, giving them feedback and keeping track of their development.

Duties:

- Providing one to one guidance to clients to help them achieve their fitness goals.
- Selecting the correct set of exercises for a client to achieve maximum results.
- Devising fitness programmes for weight loss, muscular gain and rehabilitation etc.
- Conducting fitness and exercise classes and demonstrating equipment.
- Responsible for initial contact with new members and promoting membership sales
- Measuring and assessing blood pressure, heart recovery rate, body fat ratio.
- Welcoming new gym members and giving general inductions to them.
- Designing and advising on dietary programmes.
- Responsible for marketing the gym at charity events, press releases etc.
- Providing personal training sessions to private clients at their home or work.
- Maintaining gym equipment and ensuring it is safe to use.
- Tracking a client's progress and accurately updating their record.
- Explaining to clients the results they can expect from particular exercise regimes.

KEY SKILLS AND COMPETENCIES

- Ability to successfully motivate and encourage individuals.
- Excellent knowledge of gym specialist training equipment like treadmills etc.
- Experience training various people from all kinds of backgrounds.
- Able to approach potential customers to promote a gym or fitness product.
- Experience of working in fitness centres, health clubs and hotel leisure centres.
- Achieved all goals set with clients, sales targets, member retention.
- Focused on maintaining personal training certification through continuing education.

ACADEMIC QUALIFICATIONS

BSc (Hons) Nutrition, Health and Fitness
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

PHP developer

AREAS OF EXPERTISE

Commercial experience

Web developing / programming

PHP MVC Frameworks

CMS implementation (WordPress, Joomla, etc)

Server administration

Object Orientated Programming

Software graphics manipulation

PROFESSIONAL

ICT Professional - Systems and Principles - City & Guilds

PERSONAL SKILLS

Time management

Goals orientated

Ability to grasp concepts quickly

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly resourceful, innovative, and competent PHP developer with extensive experience in the layout, design and coding of websites specifically in PHP format. Possessing considerable knowledge of the development of web applications and scripts using PHP programming language and MySQL & SQL Server databases. Experienced in developing applications and solutions for a wide range of corporate, charity and public sector clients and having the enthusiasm and ambition to complete projects to the highest standard.

Looking for a suitable developer position with a ambitious & exciting company.

WORK EXPERIENCE

Web Design Company – Coventry
PHP DEVELOPER June 2008 - Present

Working with designers, Front End and project management staff to capture requirements for the functional elements of website projects. Also responsible for liaising with clients and ensuring that all work carried out complies with standards and guidelines.

Duties:

- Building PHP websites using PHP based frameworks.
- Planning and conducting cross-browser usability testing against W3C.
- Testing and validating work produced as part of the development process.
- Developing advanced database driven websites & systems including eCommerce.
- Back end development and maintenance of websites using PHP and MySQL.
- Developing compatible User Interface functionality using jQuery & other libraries.
- Developing web sites using MySQL, PHP, ASP.NET & other programming tools.
- Working in a data analyst role and with business intelligence applications.
- Documenting features, technical specifications & infrastructure requirements.
- Working with a multi-disciplinary team to convert business needs into technical specifications.

KEY SKILLS AND COMPETENCIES

- Ability to multi-task, react quickly to shifting priorities and meet deadlines.
- Proactive, confident and with a positive "can-do" attitude.
- Able to clearly communicate technical data to non technical colleagues and clients.
- Continuously monitoring industry trends, technologies and standards.
- Possessing all-round analysis and programming skills.
- Methodical yet creative & having a proven ability for efficient problem solving.
- Excellent attention to detail both front and back end.
- Solid web development experience using OOP, PHP, AJAX, MySQL, JavaScript, XML, HTML and CSS.

ACADEMIC QUALIFICATIONS

BSc (Hons) Information Technology
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

John smith

Physics teacher CV

PERSONAL PROFILE

A confident, enthusiastic and hard working physics teacher who is able to teach students across the secondary age range, whilst at the same time encourage them to develop their skills, knowledge and confidence. Possessing extensive knowledge of contemporary teaching methods and having immense subject knowledge, enthusiasm and charisma, as well as a genuine interest in educating others. John is presently looking for a acceptable teaching positions with a suitable school where he will be able to widen his teaching experiences.

CAREER HISTORY

PHYSICS TEACHER
Birmingham North High School ***May 2008 - Present***
Utilising the most effective teaching and learning methods and online tools to teach Physics from Year 7 to Year 11. Working in partnership with other school departments to monitor and improve every school pupils education.

Work duties

- Planning, preparing and delivering lessons to a high standard.
- Supervising and monitoring pupils laboratory work.
- Providing careers support and advice to pupils.
- Marking students course work.
- Maintaining good levels of behaviour.
- Contributing to the implementation of departmental and school improvement plans.
- Taking appropriate and effective measures when pupils misbehave.
- Coordinating teaching assistants and supply teachers.
- Preparing textbooks, handouts, course work & homework assignments.
- Participating in meetings with other teachers and also parents.

KEY SKILLS AND COMPETENCIES

Teaching abilities

- Able to conduct classes in a disciplined environment where children are challenged.
- Qualified Teacher Status (PGCE, B.Ed, GTP, BA (QTS).
- Able to provide high quality learning experiences for students.
- Friendly personality and excellent communication skills.
- Comprehensive knowledge of national and local curriculum policies.
- Excellent classroom management skills.
- Knowledge of physics principals, laws, atomic structures & processes.
- Combining bits of information to create general conclusions.

ACADEMIC QUALIFICATIONS

BA (Hons) Primary Education
Nuneaton North University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – available on request

AREAS OF EXPERTISE

Administration
Academic research
Instructing students
Science
Mathematics
Organising exams
Teaching programmes
Health & safety
OCR specification
IT skills

PROFESSIONAL SKILLS

Advanced First Aid
PGCE
ECDL
Tutoring Online

PERSONAL SKILLS

Active listening
Problem sensitivity
Communication skills
Attention to detail
Influencing skills
Counseling

CONTACT DETAILS

The Big Peg
120 Vyse Street,
Birmingham B15 3ED
T: 0121 638 0026
E: john.c@dayjob.com

Gary White

Physiotherapist

AREAS OF EXPERTISE

Musculoskeletal physiotherapy

Orthopaedics

Stroke management

Sports injuries

Patient care

Neurological conditions

Multiple Sclerosis

PROFESSIONAL

HPC & CSP registration

CRB

PERSONAL SKILLS

Professional Mannerisms

Patient Handling

Listening skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly motivated, confident individual with exceptional multi-tasking and organisational skills. Able to communicate effectively and sensitively with patients and carers to maximise the rehabilitation of patients and to ensure understanding of often complex clinical issues impacting on recovery. Excellent client facing skills and the ability to work closely with other health care professionals to assess a patients needs and devise suitable treatment plans for them.

Ready and qualified for the next stage in a successful career and looking forward to making a significant contribution as a physiotherapist.

WORK EXPERIENCE

Local Hospital – Coventry
PHYSIOTHERAPIST June 2008 - Present

Provide physiotherapy and treatment for both outpatients and inpatients. Responsible for managing a clinical caseload, providing physiotherapy assessment and treatment to the highest standard.

Duties:

- Providing a high standard of physiotherapy service to patients.
- Organising & prioritising own workload & delegating responsibilities accordingly.
- Ensuring that equipment used in carrying out physiotherapy duties is safe.
- Involved in ward rounds, meetings and case conferences.
- Supervising and teaching recently qualified physiotherapist assistants.
- Evaluating, planning and delivering care plans in response to complex needs.
- Based in various clinical settings i.e. neuro-rehab, community, wheelchairs.
- Reporting all complaints/incidents to senior managers & documenting them.
- Implementing relevant standards and policies.
- Involved in a patients pre-admission and follow-up care.
- Prioritising urgent referrals and emergency cases.
- Working with respiratory, orthopaedic, acute neurological and multi-pathology patients.

KEY SKILLS AND COMPETENCIES

- Able to manage escalations, issues and risks.
- Experience of dealing with emotional and stressful situations.
- Can motivate others through effective communication skills.
- Able to deal with hostility in the form of verbal and physical aggression.
- Ability to work independently in busy environment.
- Highly developed dexterity, co-ordination and palpation skills for assessment.
- Fully aware of fire, health & safety and other departmental policies.
- Flexibility to work weekends on rotational basis.

ACADEMIC QUALIFICATIONS

BSc (Hons) Physiotherapy
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Pilot CV

AREAS OF EXPERTISE

Aircraft maintenance

Commercial flying

Supervising cabin crew

Liaising with passengers

Weather patterns

Cockpit instrumentation

PROFESSIONAL

Commercial Pilot Licence

Multi-Crew Operation Certificate

Instrument Rating

Ability to speak multiple languages

PERSONAL SKILLS

Teamwork

Attention to detail

Decision making

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A confident and capable airline pilot with experience of flying aircraft of different sizes, for various leading airline companies. In good physical condition with excellent vision and hearing, and a willingness to continuously learn new routes, rules and regulations. Possessing a proven ability to work closely with the cabin crew and fellow co-pilots to deliver a safe journey and first class service to passengers. A multi-tasker who is able to remain calm under pressure and who has extensive experience of flying within both the commercial & cargo sectors.

Currently looking for a suitable position that offers variety and the opportunity to develop both personally and professionally.

WORK EXPERIENCE

National Airline – Coventry
AIRLINE PILOT June 2008 - Present

Working as part of a team alongside the captain and cabin crew to ensure a fast, safe, smooth and memorable flight for passengers. Also responsible for providing leadership and making sure that rules and regulations are strictly followed.

Duties:

- Choosing the safest & most efficient altitude and route to reach a destination.
- Responsible for the safety of the plane, passengers, crew, and cargo.
- Managing sure the aeroplane is flown safety and also economically.
- Before a flight examining the airplane's control equipment for any faults.
- Making sure that luggage and cargo have been correctly loaded.
- Involved in flying both passenger and cargo planes.
- Studying flight plans prior to departure.
- Involved in selecting the flight path, route, altitude and speeds.
- Communicating with air traffic control just before take off.
- Checking the weather reports to make sure it's safe to fly.
- Filing a flight report after landing.
- Liaising with the aircraft maintenance crews.
- During the flight monitoring the planes fuel consumption and engine performance.
- Checking the serviceability of the plane & making sure safety instruments work.
- Supervising and monitoring the performance of other crew members.

KEY SKILLS AND COMPETENCIES

- Comfortable with working with different people on a daily basis.
- Patient and with a good sense of humour.
- Experience of both long haul and short haul flights.
- Experienced in landing aeroplanes in poor visibility and using instruments.
- Able to react quickly and professionally to emergency situations.

ACADEMIC QUALIFICATIONS

BSc (Hons) Logistics
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Gary White

Plumber

AREAS OF EXPERTISE

Domestic Plumbing

New installations

Solar Heating

Water piping systems

Sanitary systems

Welding

Preparing budgets

Health & safety

PROFESSIONAL

Plumbing NVQ Levels 1, 2 & 3

Gas CCM Level 1

PERSONAL SKILLS

Team building

Negotiating skills

Customer service

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Experienced plumber with considerable knowledge and expertise of providing advice and plumbing solutions to customers. Having a proven ability to read blueprints, drawings and specifications to determine a clients requirements, and to then install and service plumbing systems, fixtures, piping equipment and controls. Able to work in cooperation with other trades and labourers and having an understanding of relevant building codes, legislation, regulations.

Ready and qualified for the next stage in a successful career. Currently looking for a suitable plumbing position with a ambitious company.

WORK EXPERIENCE

Building Contractors – Coventry
PLUMBER June 2008 - Present

Responsible for install, repair and maintain plumbing systems and fixtures in residential, commercial, institutional, industrial or public buildings. Ensuring were possible work is completed on the first visit and to the appropriate service standard.

Duties:

- Installation and maintenance of domestic hot and cold water systems.
- Finding the route cause of a wet plumbing problem and fixing it.
- Preparing written work cost estimates and negotiating contracts with clients.
- Solvent welding of ABS and PVC pipework.
- Completing installation reports, service sheets and other administrative records.
- Installing copper and iron pipework linking boilers & heat exchangers.
- Removing existing heating systems / radiators & replacing with combi systems.
- Servicing gas boilers and carrying out gas repairs.
- Cutting openings in structures to accommodate pipes and pipe fittings.
- Measuring, cutting, threading, and bending pipes to required lengths and angles.
- Preparing complex calculations and planning for large jobs.
- Installing flue systems and wiring them p to programmers, zone valves etc.
- Accurate completion of Time sheets and Work & Materials records.
- Installing & maintaining under-floor heating systems & controls.
- Refurbishment work to bathrooms and kitchens.

KEY SKILLS AND COMPETENCIES

- Excellent client facing and communication skills.
- Experience of working on a large scale domestic refurbishment projects.
- Knowledge in copper pipe work fabrication and soldering.
- Physically fit and able to work in difficult and awkward buildings.
- Understanding of running pipe work in both ABS and PVC.

ACADEMIC QUALIFICATIONS

NVQ Diploma in Plumbing and Domestic Heating
Nuneaton North College 2005 - 2008

GCSE: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2005

REFERENCES – Available on request.

Laura Smith

Practise nurse

AREAS OF EXPERTISE

Family Planning

Wound dressing

Asthma/Diabetes care

New Patient Health Checks

Cervical smears

Sexual health

Travel immunisations

PROFESSIONAL

Registered Nurse

NMC registration

Diploma in Diabetes

PERSONAL SKILLS

Sympathetic

Focused

Attention to detail

PERSONAL DETAILS

Laura Smith
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: laura.s@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A competent practise nurse holding the relevant qualifications / registrations and having experience of cytology, immunisation administration, wound care and chronic disease management. Ability to make sure that all nursing care delivered to patients at practices is relevant, of a high standard and effective.

Having a keen interest in developing improved healthcare, willing to work as part of a friendly team and are looking for an exciting opportunity to work full or part time within a first class general practice.

WORK EXPERIENCE

Coventry Health Clinic – Coventry
PRACTISE NURSE June 2008 - Present

Responsible for managing the clinic and overseeing that all treatment rooms are organised and appointments run smoothly. Assessing the nursing needs of patients and providing appropriate care/treatment in conjunction with the GP.

Duties:

- Providing leadership and management of the nursing team on a day-to-day basis.
- Working with other members of the multi-disciplinary team.
- Responsible for managing patients with chronic diseases.
- Ensuring practise policies are up-to-date and incorporate NICE guidance.
- Administering vaccines.
- Carrying out cervical smears.
- In charge of reviewing and maintaining the clinics policies and procedures.
- Organising and running of annual flu clinics.
- Carrying out staff appraisals.

KEY SKILLS AND COMPETENCIES

- Experience of working within a medical centre.
- Able to recognise mild childhood illness and give immunisations and vaccinations.
- Ensuring stock levels of all vaccinations & /clinical equipment are maintained.
- Keeping patients medical up to date.
- Can assist Doctors during minor operations.
- Maintaining and setting up a Treatment Room.
- Dealing with any disciplinary or grievances issues that may arise.
- Ability to show sensitivity towards others in the team and patients.
- Experience in EMIS LV and familiarity with QOF.
- Experience of wound care, ear syringing, eye washing, acupuncture, electrocardiography and hearing tests.

ACADEMIC QUALIFICATIONS

BA (Hons) Nursing (Adult)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Jane Collins

Primary teacher

AREAS OF EXPERTISE

Teaching

National curriculum

Supervising

Examinations

Administrative skills

Organisational skills

Budget management

Primary educational development

PROFESSIONAL

First Aid

French

PERSONAL SKILLS

Time management

Good team player

Communicating

PERSONAL DETAILS

Jane Collins
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: jane.c@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An experienced classroom practitioner possessing excellent classroom management skills, as we all enthusiasm and dedication. Developing and fostering the appropriate skills and social abilities to enable the optimum development of children, according to age, ability and aptitude. Able to devise and develop ways to encourage a pupil further, and challenge and inspire pupils to help them deepen their knowledge and understanding.

Can quickly adapt into a classroom environment, and having excellent knowledge of the National Curriculum. Currently looking for a primary, secondary or special needs teaching position, either short or long term.

WORK EXPERIENCE

Coventry Central School – Coventry
PRIMARY TEACHER June 2008 - Present

Responsible for organising classes and learning resources to create a positive learning environment.

Duties:

- Developing lesson plans in line with curriculum objectives.
- Helping to prepare pupils for examinations.
- Assessing and recording a pupils progress throughout the term.
- Working with other staff to plan and coordinate work.
- Keeping up to date with changes in the structure of the curriculum.
- Taking part in school weekend events.
- Meeting parents and school governors.
- Maintaining discipline in the classroom.
- Preparing resources for lessons.
- Taking the register of children.

KEY SKILLS AND COMPETENCIES

- Proven track record and experience working as a primary teacher KS1-KS2.
- Marking coursework and monitoring a child's performance.
- Recent references and a valid CRB/police checks.
- Enthusiastic and inspiring.
- Ability to project a positive and creative learning environment for all pupils.
- Above average organisational skills with the ability to work on your own.
- Excellent classroom and behaviour management skills.
- A good knowledge of the national curriculum.
- Passionate about improving learning for children and getting involved in all areas of the school community.

ACADEMIC QUALIFICATIONS

BA (Hons) Primary Teaching with History
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Joy Carter

Process engineer

AREAS OF EXPERTISE

Environmental Protection

Project Management

Sanitary Engineering

Environmental Reports

Risk Assessments

Project Status Reports

Waste Management

Recycling facilities

PROFESSIONAL

IEMA Advanced Lead Auditor Course

Food Safety and Health Certificate

HACCP training

PERSONAL SKILLS

Flexible

Hardworking

Punctual

PERSONAL DETAILS

Joy Carter
Dayjob Ltd
120, Vyse Street, Birmingham
B18 6NF

T: 0870 061 0121
M: 0887 000 0000
E: joy.c@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Possessing excellent communication skills and having the ability to communicate professionally with residents, community groups and local authorities on sensitive issues. Highly focused with a consistent track record of successfully delivering full lifecycle implementations to tight time scales and within budget. Hands on knowledge and experience of the management processes as well as the planning and practical implementation phases of environmental projects.

Easy going by nature, and able to get along with work colleagues and managers. Currently looking for a starting position in the environmental field with a progressive company or organisation.

WORK EXPERIENCE

Environmental Services Company - Manchester
PROCESS ENGINEER April 2008 - Present

Site visits to supervise plant installation and maintenance of waste transfer facilities, including sampling and sorting of waste. Providing advice and guidance to work colleagues and third parties. Involved in preparing health and safety strategies.

Duties:
- Project development.
- Safety inspections
- Project testing
- Make calculations
- Drawing designs
- Creating and submitting tenders
- Cost reduction / productivity projects
- Monitor and improve processes
- Identify quality and productivity problems
- Developing solution to production problems and customer services as required
- Ensuring compliance with current legislation
- Risk assessment reports
- Collating statistics and compiling reports
- Keeping records of incidents and accidents

KEY SKILLS AND COMPETENCIES

- Motivating colleagues.
- Managing budgets.
- Producing management reports, newsletters and bulletins.
- Keeping records of inspections findings & producing reports.
- Ability to consult with all parties involved in an environmental issues.

ACADEMIC QUALIFICATIONS

MSc Environmental Protection
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Keith Hill

Product manager

AREAS OF EXPERTISE

Enterprise Content Management (ECM)

Product management

Sales and marketing

Product marketing

Product launching

Brand marketing

Packaging strategies

Distribution

PROFESSIONAL

Can speak Spanish

First Aid

PERSONAL SKILLS

Attention to detail

Strong Customer Focus

PERSONAL DETAILS

Keith Hill
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: keith.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A committed and highly focused product manager with a comprehensive knowledge and understanding of Enterprise Content Management (ECM). Currently responsible for product planning and execution throughout the product lifecycle, including: gathering and prioritizing product and customer requirements, defining the product vision, and working closely with the IT, sales, marketing and support departments to ensure revenue and customer satisfaction goals are met.

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable product or sales managerial position.

WORK EXPERIENCE

High Class Furniture Suppliers – Coventry
PRODUCT MANAGER June 2008 - Present

Responsible for managing the product throughout the product lifecycle, gathering and prioritizing product and customer requirements, defining the product vision, and working closely with senior managers to deliver winning products.

Duties:

- Performing and arranging successful product demonstrations for customers.
- Briefing the press and analysts, press releases and going on press campaigns.
- Market research & developing the core positioning and messaging for the product.
- Researching, reviewing & reporting on competitors & rival products.
- Performing sales, trend, and profitability analysis.
- Developing content for product and company collateral.
- Articulating the company's distinctive competence & the product's uniqueness.
- In charge of planning and developing the right marketing strategy.
- Setting product pricing for new product releases to meet revenue & profitability goals.

KEY SKILLS AND COMPETENCIES

- Consistent track record of successfully employing best business practices.
- Ability to improve efficiency, reduce operating costs whilst increasing productivity.
- Demonstrated success in product launches & execution of marketing strategies.
- Experience of managing day to day relationship with suppliers.
- Proven ability to identify new customer opportunities.
- Ability to shape, produce and deliver product management plans.
- Some experience of working within Operational areas.
- Ability to perform qualitative and quantitative research with existing customers and potential new prospects.

ACADEMIC QUALIFICATIONS

BA (Hons) Retail Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Project coordinator

AREAS OF EXPERTISE

Project coordination

Risk management

Quality assurance

Performance reviews

Tenders

Procurement strategy

Execution planning

Organization, planning and priority setting

PROFESSIONAL

Prince 2

NVQ in Marketing

PERSONAL SKILLS

Effective time management

Multi-tasking

Pro-active

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A results driven, self-motivated and resourceful project coordinator with an in depth understanding of all aspects of project coordination and implementation. Experience of supporting the delivery of new and existing products and business enhancements that enable individuals and organisations to improve the quality and productivity. Well presented with excellent communication skills and having a commercial approach to solving problems and developing business.

Now looking forward to a making a significant contribution with an ambitious company that offers opportunities for progression.

WORK EXPERIENCE

Food Distribution Company – Coventry
PROJECT COORDINATOR June 2008 - Present

Overseeing and coordinating the day to day running of projects by assisting project managers and senior managers. Also involved in the development, updating and monitoring of business and action plans.

Duties:

- Assisting and supporting the Project Manager in their daily duties.
- Ensuring that relevant management information is captured and analysed.
- Providing project support to senior Project Managers.
- Reviewing the efficiency and effectiveness of service delivery.
- Responsible for handling the projects finances.
- Acting as administrative support to Project Managers and Directors on projects.
- Identify, analyze, prioritize, mitigate and communicate project risks.
- Helping the Contract Manager with the development of operating procedures.
- Writing up documentation for safety procedures.
- Communicating with project manager to report on project status.
- Resolving any financial queries that are raised.
- Involved in Coordinating projects from inception to completion.
- Developing training and briefing material for staff.
- Leading and organizing a team.
- Keeping in close contact with key project members and decision makers.
- Involved in interpreting performance data and translate this into practical improvements.

KEY SKILLS AND COMPETENCIES

- Self motivated with a flexible attitude, and be able to adapt quickly to change.
- Leading, engaging and building confidence in project staff.
- Having exceptional interpersonal, communication and motivational skills.
- Proven ability to stay within approved budgets, schedules & achieve objectives.

ACADEMIC QUALIFICATIONS

Project Management Foundation Degree
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Jane Cartwright

Project Engineer

AREAS OF EXPERTISE

Project management

Mechanical testing

Health & Safety management

IT skills

Technical plans

Oil & Gas industry

3D CAD

PROFESSIONAL

First Aid qualified

NEBOSH

PERSONAL SKILLS

Commercial acumen

Enthusiastic

Attention to detail

PERSONAL DETAILS

Jane Cartwright
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: jane.c@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A competent Project Engineer with excellent communication, organisation and co-ordination skills. Possessing a proven track record of preparing and executing project plans and programmes, ensuring that work is carried out in accordance with the companies procedures and clients satisfaction. Able to ensure timely, safe and cost effective design and implementation during the life cycle of projects from conception till customer satisfaction.

Currently looking for a suitable Project Engineer or consultant position with a forward thinking employer.

WORK EXPERIENCE

Engineering Consultancy Firm – Coventry
PROJECT ENGINEER June 2008 - Present

Ensuring that all engineering work is carried out in accordance with specifications, statutory requirements, laws, rules, regulations and other contractual requirements. With due regards to safety, operability and maintainability

Duties:

- Managing projects from conception, pre-production through to completion.
- Providing technical support to the project team and wider regional teams.
- Responsible for overseeing the review, initiation and execution of contracts.
- Managing project budgets and keeping costs down.
- Overseeing the maintenance of projects after completion.
- Responsible for the completion of all documentation.
- Producing Test Plans and reports.
- Prepare contract documentation for procurement services and materials.
- Evaluating tenders and providing recommendations.
- Carrying out effective client liaison for all projects undertaken.
- Liaising with customers on a regular basis to ensure the successful design and manufacture of products to agreed budgets and time frames.

KEY SKILLS AND COMPETENCIES

- Extensive experience of planning, project management, design & client liaison.
- Experience of interpreting specifications and preparing technical proposals.
- Ability to multi-task in a demanding engineering environment.
- A strong track record in delivering projects on time and within budget.
- Able to ensure that all H&S procedures are met and maintained.
- Resolving complex technical issues and coming up with fast efficient solutions.
- Ability to assess the financial feasibility and impact of proposed budget items and also alternatives.

ACADEMIC QUALIFICATIONS

BEng (Hons) Electrical and Electronic Engineering
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Project manager

AREAS OF EXPERTISE

Budgeting

Planning

Contractor selection

Health & safety

Resourcing

Risk management

Forecasting

PROFESSIONAL

Prince 2

NEBOSH

PMP

PERSONAL SKILLS

Developing relationships

Goals orientated

Leadership skills

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly resourceful, flexible, innovative, and enthusiastic project manager. Possessing considerable experience of managing projects from beginning to end, defining the project plan, timeline, scope and executing the analysis before providing detailed recommendations. Having an impressive track record of delivering major operational improvement and of orchestrating people, schedules and resources for optimum productivity, efficiency and quality.

Keen to find a challenging position within an ambitious company where I will be able to continue to increase my project management skills.

WORK EXPERIENCE

Consultant Company – Coventry
PROJECT MANAGER June 2008 - Present

Responsible for reducing costs and improving margins through the development of organisational capabilities. Also acting as the focal point for customer liaison & promoting client / supplier relations.

Duties:

- Responsible for safe delivery of projects to schedule and cost.
- Manage Project Teams from project initiation through to Project completion.
- Providing leadership to internal project teams and clients.
- Manage the Project costs and create monthly reports, including profit and loss.
- Maintaining customer relationship to achieve long-term retention & satisfaction.
- Reporting project progress to a project sponsors & senior management.
- Promoting QHSE compliance at every opportunity.
- Coordinating personnel & managing contractors.
- Promptly escalating any quality or integrity issues.
- Identifying project risks and planning with appropriate people to resolve them.
- Responsible for Project definition, process management, documentation and resource allocation.

KEY SKILLS AND COMPETENCIES

- Willing to take responsibility for delivery of all aspects of assigned Projects.
- Experience of planning & managing projects lasting from a few weeks to 12 months.
- Ability to work to tight timescales and key milestones.
- Prepared for some domestic and international travel as required.
- Highly numerate and analytical.
- Creative thinker, excellent communicator and influencer.
- Experience in managing IT projects.
- Knowledge of using Agile project management methodology within a Price2 Governance model.

ACADEMIC QUALIFICATIONS

BSc (Hons) Marketing and Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Purchasing manager

AREAS OF EXPERTISE

Negotiating

Supply chain

Material supply solutions

Tenders / Estimating

Vendor identification

Project management

Supplier relationship management

Contract management

PROFESSIONAL

Chartered Institute of Purchasing and Supply (CIPS) - Member

PERSONAL SKILLS

Attention to detail

Goals orientated

Methodical

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A hardworking, pro-active purchasing manager with an upbeat and positive attitude, who is looking for a opportunity to make a big difference in a business that is moving forward. Possessing a track record of achievements and a proven ability to manage the vendor / supplier base to reduce lead time and cost where ever possible. Results driven and able to use initiative to develop effective solutions to supply chain problems, whilst having a active and dynamic approach to work and getting things done efficiently.

Looking for a suitable managerial position with an exciting and ambitious company that offers genuine room for progression.

WORK EXPERIENCE

Manufacturing Company – Coventry
PURCHASING MANAGER June 2008 - Present

Responsible for organising and maintaining a central facility for the purchase of all goods, services and contracts on a best price / best quality basis. Also ensuring the smooth supply of material, consumables and equipment to the company.

Duties:

- Controlling the purchase and supply of all procured items & services.
- Negotiating price and terms of products with suppliers.
- Managing, developing & improving the purchasing team.
- Benchmarking performance of the Supply Chain.
- Establishing terms, pricing, quality requirements, delivery, and contracts.
- Adhering to all company policies with particular regard to accounting procedures.
- Administering the online purchasing systems.
- Reviewing all contracts/agreements to achieve 'best price/best quality' purchasing.
- Preparing & processing requisitions, purchase orders & invoices for purchases.
- Giving sourcing input to colleagues to aid business planning & development.
- Making recommendations & advising senior management on all purchasing issues.
- Maintaining records of supplier contracts, agreements, goods ordered received.
- Managing vendor relationships and building effective supply chain partnerships.
- Other spend categories include: marketing, HR, professional services, catering, uniforms, facilities.

KEY SKILLS AND COMPETENCIES

- Understanding of internet marketing: SEO, etc.
- Ability to identify and implement new procedures and processes.
- Have strong oral and written communication skills.
- Vast experience of working with a range of external suppliers.
- Excellent judgement and decision making.

ACADEMIC QUALIFICATIONS

BA (Hons) Business Purchasing and Supply Chain Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Quality assurance supervisor

AREAS OF EXPERTISE

Quality Management

Quality Control

Quality Assurance

Audits

Quality reviews

Operational effectiveness

PROFESSIONAL

Assessment and Internal Quality Assurance (City & Guilds)

PERSONAL SKILLS

Influencing skills

Attention to detail

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly efficient, methodical and talented quality assurance supervisor who has considerable experience of developing and implementing effective quality control processes and structures in a manufacturing and corporate environment. Possessing a good understanding of the essentials of safety and quality. Strong customer service experience, and a background of achievement in supporting all levels of management & working to set schedules and deadlines.

Looking for a company which will challenge my problem solving skills and allow me to continue to develop my knowledge and potential.

WORK EXPERIENCE

Manufacturing Company – Coventry
QUALITY ASSURANCE SUPERVISOR June 2008 - Present

Responsible for maintaining all aspects of the site quality management. Supervising all regulatory compliance activities and helping to enforce quality assurance policies and best practice principals covering the safety, design, production and inspection.

Duties:

- Responsible for monitoring and maintaining quality and compliance targets.
- Monitoring and auditing of products to ensure high standards of quality.
- Ensuring products comply with legislation and quality assurance codes.
- Ensuring that all QA Tests are carried out on time and in full.
- Delivering presentations to an audience of Manager Level within the business.
- Provide weekly and monthly reports to senior managers on performance.
- Identify training needs and recommendations to improve customer experience.
- Keeping quality documentation up to date.
- Making sure that all QA records, data & information are available to managers.
- Arranging the repair of any QA / related equipment that is malfunctioning.
- Ensuring non-conforming products are identified and placed on restriction.
- Responsible for the review and update of the programme quality plans.
- Awareness of regulatory requirement and customer service expectations.
- Ensuring activities in the quality plan are carried out.
- Coordinating the investigation of customer complaints.
- Preparing and analysing information for the purpose of Management Review.
- Giving specialist quality assurance advice to the company departments as required.

KEY SKILLS AND COMPETENCIES

- Able to work to a high degree of detail.
- High level of competence using Microsoft Excel to create automated reports.

ACADEMIC QUALIFICATIONS

BSc (Hons) Food Safety and Quality Assurance
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

Quantity surveyor

AREAS OF EXPERTISE

Value management

Cost control

Procurement strategy

Building Substructure

Change control

Infrastructure

Project management

Water-related schemes

Feasibility studies

PROFESSIONAL

RICS

Assessment of Professional Competence (APC)

PERSONAL SKILLS

Strategic planner

Organized

Analytical

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A results driven, self-motivated and resourceful quantity surveyor working as part of a busy team effectively managing all the costs relating to building and civil engineering projects. Having a proven track record of minimizing the costs of a project and enhancing value for money, while still achieving the required standards and quality. Possessing excellent foresight & the ability to plan ahead when working on construction projects. Can communicate effectively with developers / contractors & would be an asset to any employer who respects loyalty & responsibility.

Currently looking for an opportunity to join a dynamic, ambitious and growing company to forge a career as a first class quantity surveyor.

WORK EXPERIENCE

Construction & Maintenance Company – Coventry
QUANTITY SURVEYOR June 2008 - Present

Working as part of a busy team, taking responsibility for several schemes at differing stages and working with limited supervision. The workload includes new buildings, refurbishment projects, house extensions, and environmental projects.

Duties:

- Responsible for managing all project costs from pitch to completion.
- Undertaking costs analysis for building projects.
- Attending meetings and liaising with stakeholders on commercial matters.
- Monitoring the cost of site resources.
- Inspecting and then valuing completed work.
- Managing housing maintenance services.
- Working on a number of build projects at any one time.
- Writing reports on and advising on building and maintenance costs.
- Produce monthly cost & value reports, quarterly reports & cash flow information.
- Preparing tender and contract documents.
- Developing strong relationships with the clients and sub contractors.
- Providing advice and guidance to staff in the preparation and presentation of works proposals, reviews and updates.

KEY SKILLS AND COMPETENCIES

- Experience of the tender stage & of dealing with procurement issues.
- Experience of working on civil engineering projects.
- Experience at Section QS level.
- Comprehensive understanding of statutory building regulations.
- Excellent working knowledge of commercial procedures.
- Knowledge of NEC, computerised cost capture & value monitoring systems.
- Thorough knowledge of Company health, safety, quality and environment procedures.

ACADEMIC QUALIFICATIONS

BSc (Hons) Surveying
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Ben Harold

Receptionist

AREAS OF EXPERTISE

Keyboard skills

Office software

Administration

Reception skills

Equal opportunities

Filing systems

PROFESSIONAL

RSA II

Can speak French

First Aid qualified

PERSONAL SKILLS

Enthusiastic

Communication skills

Superb customer service

Punctual

PERSONAL DETAILS

Ben Harold
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: ben.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Well presented with exceptional customer service skills, and the ability to provide an effective reception and switchboard service. Experienced in working under pressure in a quick paced fast moving environment and able to receive guests on arrival in a friendly, helpful and approachable manner.

Able to be a integral member of a administrative and clerical team, and can follow instructions and also have a willingness to learn. Currently looking for a suitable receptionist position with a progressive company.

WORK EXPERIENCE

First Line Insurance Company – Coventry
RECEPTIONIST June 2008 - Present

Working within a reception environment providing a telephone answering, admin and reception service as well as organising the post, welcoming visitors and providing hospitality towards guests and clients.

Duties:

- Answering all incoming calls / emails and re-routing them to relevant parties.
- Meeting and greeting visitors ensuring they are signed in and inducted.
- Opening, distributing, collecting and taking the post.
- General administration duties, photocopying, filing etc.
- Dealing with any enquiries at the reception.
- Data entry onto internal systems.
- Reporting any problems to the office manager.
- Dealing with car park requests and hospitality requirements.
- Ensuring that the reception area is tidy and clutter free.
- Monitoring stationary stock and reordering when required.
- Operating a computer system and switchboard.

KEY SKILLS AND COMPETENCIES

- Excellent telephone manner.
- Can offer a warm & friendly greeting to visitors.
- Smart, presentable appearance.
- Ensuring a efficient running and operation of the Reception Desk.
- Good organisation and prioritisation skills.
- Self motivated, proactive & hardworking.
- Ability to listen and anticipate.
- Fully aware of all Health & safety legislation relating to office work.
- Experience of arranging month end invoicing on the SAGE System.
- Good IT skills Word, Excel, Email and Internet.
- Accept and adhere to the need for strict confidentiality.

ACADEMIC QUALIFICATIONS

HND Administration & Office Technology
Nuneaton College 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Michelle Whittle

Research Assistant

AREAS OF EXPERTISE

Reporting skills

Undertaking research

Surveys

Academic Research

Data collecting techniques

Clinical trails

Data validation

PROFESSIONAL

Postgraduate degree programme

PERSONAL SKILLS

Initiative

Highly numerate

Computer literate

PERSONAL DETAILS

Michelle Whittle
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: michelle@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Having excellent research potential and an ability to actively contribute to the research projects goals as well as a proven publication track record and a good standard of written English. Able to interact with all researchers in a constructive, creative and professional manner during the processing, storing and logging process.

Possessing prior knowledge of media, survey research work and audience research, Michelle is currently looking for a suitable Research Assistant position with a reputable organisation.

WORK EXPERIENCE

Coventry Central University – Coventry
RESEARCH ASSISTANT June 2008 - Present

Working with academic members of the project team in order to deliver project outcomes. Responsible for writing up research papers and presenting research findings to senior managers and also at academic meetings.

Duties:

- Identifying suitable techniques for the collection and analysis of data.
- Assisting in the development & preparation of continuing funding opportunities.
- Travelling to international conferences and research visits in other institutions.
- Contributing to team decisions about research directions.
- Ensuring the validity and reliability of data at all times.
- Data coding, data entry, transcribing, data analysis & assistance with writing up.
- Responsible for some administrative tasks, such as webpage maintenance.
- Producing regular reports for senior management and specialists in different areas.

KEY SKILLS AND COMPETENCIES

- Extensive knowledge of spreadsheets and database tools.
- Ability to prioritise own work in response to deadlines.
- Excellent research skills.
- Able to plan research and organise tasks effectively.
- Ability to resolve problems independently.
- Possessing a creative approach to problem-solving.
- Flexible with working hours and having excellent interpersonal skills.
- Experience in carrying out experimental research.
- Knowledge of maintaining safe workplace practice and procedures in accordance with the requirements of Health and Safety legislation.

ACADEMIC QUALIFICATIONS

BSc (Hons) Pure Mathematics
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Karen Higgins

Research Coordinator

AREAS OF EXPERTISE

Report writing

Data analysis

Data validation

Time management

Research methodology

Research collaboration

Surveys

PROFESSIONAL

Foundations of Advanced Mathematics - OCR

PERSONAL SKILLS

Approachable

Organised and efficient

Self motivated

PERSONAL DETAILS

Karen Higginss
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: karen.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A committed research coordinator with experience of supporting the research of a large team of clinicians, trialists, statisticians, economists and systematic reviewers. Having excellent communication skills and able to present results in a clear and actionable format for investigators, sponsors, regulatory bodies or other consulting professionals. Having the ability to work in partnership with a range of organizations and can demonstrate initiative, flexibility and have high attention to detail.
Currently looking for a suitable survey / research coordinator or with a reputable company or organization.

WORK EXPERIENCE

Coventry North University – Coventry
RESEARCH COORDINATOR June 2008 - Present

Responsible for following established guidelines in the collection and tracking of clinical data and resolution of data queries in accordance with study plans and client preferences.

Duties:

- Responsible for data cleaning, data editing, data matching.
- Conducting literature or internet searches.
- Writing up results for presentation and publication.
- Accessing and organising resources successfully.
- Delivering professional presentations to audiences and industry professionals.
- Collecting data from interviews, non-participant observations or focus groups.
- Preparation of research publications on behalf of the research team.
- Identifying problems and inconsistencies.

KEY SKILLS AND COMPETENCIES

- Ability to analyse information and communicate effectively.
- Experience of statistical analysis.
- Strong written and verbal communication skills.
- Ability to manage competing priorities.
- Extensive knowledge of web-based proprietary databases and library resources.
- Researching potential target organisations and individuals for research contact.
- Can cope with pressure and work to deadlines.
- Proven proficiency in Microsoft Office XP suite, particularly Outlook & Excel.
- Able to work autonomously, under own initiative and under pressure.
- Good communication skills and the ability to interface with staff at all levels and external clients.

ACADEMIC QUALIFICATIONS

BSc (Hons) Mathematics & Statistics
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Restaurant manager

AREAS OF EXPERTISE

Quality control

Strategic planning

Health & safety

Cost control

Customer focused

Marketing activities

Commercial awareness

Customer care

PROFESSIONAL

First Aid Certificate

Intermediate Food Hygiene certificate

IOSH – Managing Safety

PERSONAL SKILLS

Energetic

Engaging personality

Excellent communicator

Passion

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An enthusiastic manager with drive, determination and a proven ability to ensure that a restaurant operates efficiently and profitably. Having a track record of maximizing guest satisfaction and profitability whilst maintaining high standards of food and service and also present a positive and fashionable image of the business. Extensive knowledge of the hospitality industry, it's working practices, recruitment, pay, conditions of employment and diversity issues.

Now looking for a new and challenging managerial position, one which will make best use of my existing skills and experience.

WORK EXPERIENCE

Fashionable Restaurant – Coventry
RESTAURANT MANAGER June 2008 - Present

Managing a high volume restaurant & improving all controllable costs thereby maximising financial performance. Also responsible for effectively developing, managing and leading the restaurant team to provide excellent service.

Duties:

- Ensuring the highest standards of food and beverage service.
- Keeping control of food and labour costs.
- Ensuring Health & Safety and also hygiene procedures & standards are maintained.
- Having an in-depth knowledge of all menus.
- Responsible for recruiting, training & developing restaurant staff.
- Dealing with and resolving customer complaints.
- Maximising all business opportunities to drive sales.
- Communicating with the kitchen staff to ensure efficient food service.
- Advising customers on wine selection.
- Liaising with the Head Chef to discuss and develop the menu.
- Overseeing client bookings & reservations.
- Organising the daily and weekly rotas for the Restaurant's staff.
- Purchasing stock, supplies and negotiating best prices with trade suppliers
- Ability to create a great atmosphere & be a inspirational host.
- Monitoring sales and then writing informative reports for the restaurant owners.

KEY SKILLS AND COMPETENCIES

- Strong motivational and influential people skills.
- Extensive and relevant knowledge of good food and wine.
- Enthusiasm for creating delicious food and providing a great service.
- An eye for detail and the ability to drive consistent brand standards.
- Experience of managing people and driving business performance.
- Experience of organising private functions including parties and weddings etc.

ACADEMIC QUALIFICATIONS

BA (Hons) Hospitality with Human Resource Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Retail assistant

AREAS OF EXPERTISE

Client interaction

Negotiating skills

Customer facng

Visual merchandising

Product knowledge

Stock taking

Advising customers

PROFESSIONAL

First Aid Certificate

French speaker

PERSONAL SKILLS

Friendly

Approachable

Punctual

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well mannered, articulate and conscientious retail assistant who can communicate to customers on all levels. Smart and presentable with an ability to work as part of a team or individually to deliver and maintain a high standard of service in every aspect of a retail shop. Possessing the necessary enthusiasm, drive and motivation required to achieve maximum sales in a retail environment. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility.

Now looking for a new and challenging position, one which will make best use of my existing skills and experience and also further my career development.

WORK EXPERIENCE

City Centre Retail Shop – Coventry
RETAIL ASSISTANT June 2008 - Present

Assisting the store manager in the daily running of a retail shop. Helping to ease the workload by taking responsibility for certain tasks and duties including stocktaking, opening the store in the morning and closing it.

Duties:

- Approaching customers and helping them with their needs.
- Assisting the management team in maximising the stores sales and profitability.
- Operating the till systems, including cashing up.
- Describing or demonstrating in detail a product and its benefits to customers.
- Assisting customers with their enquiries.
- Putting up posters and promotional material for sales etc.
- Maintaining the cleanliness of the retail shop at all times.
- Completing all necessary paper work at the start and end of shift.
- Replenishing stock on shelves.
- Identify trends in complaints and highlight to the relevant managers.
- Processing payments of various kinds, including cash, cheques and credit cards.
- Dealing politely with customer complaints and resolving them.
- Keeping the store organised & maintaining an uncluttered environment.
- Constantly updating and replenishing sales display areas.

KEY SKILLS AND COMPETENCIES

- Delivering exceptional customer service.
- Having a team-oriented approach to working.
- A proven track record of driving sales.
- Excellent customer care skills.
- Track record of achieving agreed retail objectives.
- Can work efficiently and accurately in a fast paced service driven environment.

ACADEMIC QUALIFICATIONS

Visual Merchandising Foundation Degree
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Helen Jones

Risk consultant CV template

AREAS OF EXPERTISE

Risk workshops

Writing and preparing safety cases

Performing audits

Compile risk assessment reports

Training staff

Designing risk management procedures

PROFESSIONAL

NEBOSH Diploma

CMIOSH

PERSONAL SKILLS

Flexible attitude

Communicating skills

An eye for detail

Fluent in German

Problem solving

PERSONAL DETAILS

Helen Jones
Dayjob Ltd
120 Vyse Street
Birmingham B18 6NF

T: 0870 061 0121
E: helen.j@dayjob.com

PERSONAL SUMMARY

A experienced professional with over 3 years invaluable experience of risk management along with implementing and improving agreed project methodologies and procedures. A motivated team player with extensive health & safety skills, leadership abilities and able to assemble and manage multi discipline project teams. Able to utilize various analytical procedures to identify internal problems a business may have, possible corporate threats, and potential financial losses. Possessing real drive, a willingness to succeed and a positive, proactive approach.

Seeking to develop a career in the Health & Safety industry. Currently looking for a suitable position with a company that provides potential to grow and develop.

WORK EXPERIENCE

Health& Safety Consultancy
RISK CONSULTANT Mar 2008 – Present

Working out of a office, supporting a range of clients, providing high quality, client focused H&S advice and assistance. Also involved in developing new business, and promoting value adding relationships with existing clients.

Duties:

- Advise clients regarding legislative compliance.
- Ensuring that corporate policies adhere to governmental regulations.
- Technical report writing.
- Managing internal controls to ensure they are functional and adequate.
- Carrying out compliance audits.
- Provide support for incident investigations.
- Reviewing operational procedures and guidelines.
- Managing and participating in a diverse array of safety studies.
- Taking ownership and responsibility for service delivery to clients.
- Carry out client facing and service delivery activities.

EXPERIENCE AND KEY COMPETENCIES

- Ability to work in a safe and efficient manner.
- Implement the overall risk management process for an organisation.
- Excellent communication and technical skills.
- Safety reports and their supporting hazard, risk and consequence assessments.
- Experience in building surveying and an understanding of building construction.
- Highly organised with good planning skills & ability to meet strict deadlines.
- Safety Management System (IMS) development experience.
- Can explain ideas clearly and have strong negotiating skills.
- Familiar with a wide variety of hazard identification and hazard analysis techniques.
- Target driven with unlimited amounts of energy and enthusiasm.
- Able to work under pressure and accept responsibility.

ACADEMIC QUALIFICATIONS

BSc (Hons) Disaster Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (C) Business Studies (A)
Coventry Central College 2003 - 2005

REFERENCES - Available on request.

Linda Harris

Sales consultant

AREAS OF EXPERTISE

Up selling

Product launch

Minimising stock losses

Customer care

Preparing action plans

Competitor analysis

Visual merchandising

PROFESSIONAL

Level 2 NVQ in Sales

PERSONAL SKILLS

Relationship building

Target driven

Listening skills

Smart appearance

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A results driven, articulate and well presented sales consultant with a proven track record of meeting store sales targets and minimising stock losses. Hardworking, able to communicate effectively with people from all backgrounds and able to present products in a structured professional way face to face with customers. Comfortable working in a fast paced, growth orientated work environment and have experience of selling fast moving consumer goods (FMCG), clothes and furniture.

Currently looking for a suitable sales position with a exciting & ambitious company.

WORK EXPERIENCE

Retail Store – Coventry
SALES CONSULTANT June 2008 - Present

Part of a busy team, driving sales of shop products by communicating and listening to customers and ensuring that they receive the highest standards of customer service.

Duties:

- Greeting & welcoming all potential and existing customers to the store.
- Matching the customer's needs to the right product.
- Willing to approach customers and able to close a sale.
- Working as part of the sales team providing excellent customer service.
- Taking customer payments in cash or via credit cards.
- Excellent product knowledge.
- Occasionally negotiating with customers on price.
- Dealing with and resolving customer complaints and concerns.
- Building a great rapport with customers.
- Having team meeting and sharing best practice ideas with colleagues.
- Adherence to all Company policies and procedures.
- Maintaining very high merchandising standards.
- Analyzing sales statistics and determining sales potential & inventory requirements.

KEY SKILLS AND COMPETENCIES

- Strong collaboration, influencing and problem resolution skills.
- Knowledge of selling techniques and merchandising.
- Innovative and persuasive.
- Aware of the latest market trends and up to date on product knowledge.
- Developing new customers.
- Excellent after sales service ensuring the customer has had a good experience.
- Maintaining and demonstrating security and Health and Safety awareness.
- A real flair for selling.
- Ability to work shifts, including overtime, statutory holidays & Sundays.

ACADEMIC QUALIFICATIONS

BA (Hons) Retail Management
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Sales Representative

AREAS OF EXPERTISE

Closing sales

Account management

Closing sales

Lead generation

Identifying sales opportunities

Telesales

Extensive product knowledge

Client conversion

PROFESSIONAL

NVQ in Marketing
(City & Guilds)

PERSONAL SKILLS

Building relationships

Smart appearance & presentable

Highly motivated

Social skills

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A results driven, committed and articulate sales representative with excellent communication skills and a high level of customer commitment. Multi-skilled with the ability to plan & manage territory whilst and maintaining & developing existing and new customers through ethical sales methods and consistent high customer service. Possessing a good team spirit, deadline orientated and having the ability to succeed in a demanding sales environment.

Now looking forward to a making a significant contribution in a ambitious and exciting company that offers a genuine opportunity for progression.

WORK EXPERIENCE

Financial Services Company – Coventry
SALES REPRESENTATIVE June 2008 - Present

Contacting prospective clients, assessing their requirements then selling them the companies products and services that match their needs. Also responsible for maintaining ongoing relationships with customers to foster repeat business.

Duties:

- Working as part of the sales team to develop both new and existing markets.
- Involved in developing sales & pricing strategies.
- Liaising with customers & the dealer network to answer and resolve their queries.
- Identifying and then researching potential leads and opportunities.
- Constantly developing existing sales processes which will generate sustainable growth.
- Responsible for developing own portfolio of customers.
- Collecting all the information required to create a request for an estimate.
- Writing accurate & informative sales reports and documentation.
- Contacting prospective clients by phone and email.
- Identifying the customer's needs.
- Dealing with a diverse range of clients in the private and the public sector.
- Evaluating competitor activity and developing appropriate responses.
- Attending sales appointments at clients premises.
- Attending trade shows and exhibitions when required.
- Cold calling potential clients via telephone or personal visit.
- Making appointments to meet new and existing clients.

KEY SKILLS AND COMPETENCIES

- Good communication skills and a excellent telephone manner.
- Able to sell to large and small clients.
- Proven experience in launching new products.
- Have a professional style of communication & ability to build rapport with prospective customers.

ACADEMIC QUALIFICATIONS

BA (Hons) Marketing
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Harris

SAP Consultant

AREAS OF EXPERTISE

Database administration

Implementing Support Packages

Procurement - SRM, MM

Business Intelligence - BW, Business Objects, BWA

SAP BW 3.1/3.5

Financials - FI, CO, PS

Client facing

PROFESSIONAL

Certified Associate Technology Consultant

Certified in SAP HCM

PERSONAL SKILLS

Attention to detail

Goals orientated

Communication

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled SAP professional with good all-round Functional and Technical expertise. Very capable with an ability to identify and then deal with a client's needs by translating them into appropriate technical solutions. Experienced in providing motivation, guidance and a up to date SAP consultancy service to both colleagues and clients. Extensive practical knowledge of SAP FI/CO, MM Modules, SAP ERP, AP, GL, Purchasing.

Now looking for a new and challenging SAP consultancy position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

IT Consultancy Firm – Coventry
SAP CONSULTANT June 2008 - Present

Responsible for performing current state analysis, defining systems strategy, developing system requirements, designing and prototyping, testing, training, defining support procedures and implementation.

Duties:

- Creating and reviewing Functional Specifications and Test Plans.
- Working on SAP EP, Web Dispatcher, Java Stack and HR Service Packs.
- Designing of interfaces using different integration scenarios.
- Implement SAP functionality.
- Solving issues on oracle: DBChecks, Update Statistics, Backups.
- Developing business processes for the required scope of the project.
- Ensuring that the BW reporting solution is compatible with the client design.
- Reporting progress, status issues to the Project Manager Lead every week.
- Working with commercial teams to generate convert pipelines into contracted work.

KEY SKILLS AND COMPETENCIES

- Able to manage escalations, issues and risks.
- Knowledge of Scrum and Agile delivery methodologies.
- Solid implementation, configuration, functional and technical experience.
- Experience of supporting various Test phases within projects.
- Ability to multi-task effectively in a fast paced environment.
- Knowledge of ABAP and Java programming.
- Experience of lead roles in the delivery of SAP CRM projects.
- Experience of interfacing with external systems & performance optimisation.
- SAP functional experience with the following modules: SD, FI, CO, SCM, MM, PP, QM, MRO, PLM, APO.

ACADEMIC QUALIFICATIONS

BSc (Hons) Web Programming
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary Bowen

Security Guard

AREAS OF EXPERTISE

Event steward

Conflict resolution

Fire safety

Crown control

Supervising

Deductive Reasoning

Administration

Health & safety

PROFESSIONAL

SIA Frontline license 2009-2012

CRB cleared

PERSONAL SKILLS

Social Perceptiveness

Communication

Judgement & decision making

PERSONAL DETAILS

Gary Bowen
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.b@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly resourceful, flexible, innovative, and enthusiastic security guard. Experienced in promoting a safe environment for staff and customers and able to respond effectively to crimes, fires and medical emergencies. Having extensive knowledge of relevant safety equipment, policies, procedures, and strategies to deal with emergency situations. Possessing excellent written and oral communication skills and able to write reports to managers about daily activities and irregularities.
Looking for a position with an exciting and ambitious company that provides room for progression.

WORK EXPERIENCE

Smiths Retail Furniture Store – Coventry
SECURITY GUARD June 2008 - Present

Responsible for maintaining the security of the premises and doing this by circulating amongst visitors, patrons and employees to preserve order and protect property. Warning people of infractions or violations and evicting violators from the premises.

Duties:
- Providing a visible onsite security and deterrent presence.
- Watching out for, reporting and dealing with suspicious or unusual activity.
- Patrolling & monitoring the shop floor, general building and outside car park.
- Dealing with hostile customers and escorting them from the building.
- Apprehending and detaining suspected shoplifters until the arrival of the police.
- Meeting and greeting official visitors.
- Locking up premises and making sure that doors, windows and gates are secured.
- Completing fire alarm and health and safety checks.
- Monitoring and authorising entrance and departure of employees & visitors.
- Dealing with emergencies as they arise.
- Answering telephone calls and providing information during non-business hours.
- Reporting any incidents of concern to the store managers.
- Responsible for monitoring and operating CCTV cameras and Alarm Systems.
- Assisting in administering first aid and reporting accident.
- Responding in a timely manner to alarms that have been set of.

KEY SKILLS AND COMPETENCIES

- Ability to handle conflict situations tactfully but firmly.
- Experience of night patrol duties and securing building perimeters.
- Excellent knowledge of the English Language.
- Ability to remain in a static position for long periods and work 12 hour shifts.
- Experience of managing large events, organising traffic & working along side the emergency services.

ACADEMIC QUALIFICATIONS

A levels: Maths (A) English (B) Technology (B) Science (C)
GCSE: Maths (B) Geography (B) English (C)
Coventry Central School & Sixth Form College

REFERENCES – Available on request.

Joy Carter

Site Manager CV template

AREAS OF EXPERTISE

Operational management

Staff Training

Site operations

Team Leader

All aspects of Health & Safety

Reducing costs

Budget / cash flow management

Environmental management

Site inspections

PROFESSIONAL

Institution of Occupational Safety and Health (Managing safely) IOSH

Fire Marshall

PERSONAL SKILLS

Tactful & articulate

Able to identify critical issues

Excellent organisational skills

PERSONAL DETAILS

Joy Carter
Dayjob Ltd
120, Vyse Street, Birmingham
B18 6NF

T: 0870 061 0121
M: 0887 000 0000
E: joy.c@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A competent, committed and very experienced deputy manager from a managerial background. With over 3 years of invaluable experience in managing projects, resources and staff in an effective and efficient manner. Highly focused with a comprehensive knowledge and understanding of various industries and sectors such as stock control, site management, technical IT services, environmental issues and cost control. A consistent track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing productivity, all to tight time scales and within budget.

Self driven and self reliant, sets aims and targets and leads by example, collaborative approach with good interpersonal skills to engage, motivate and encourage others through change. Looking for a suitable managerial position.

WORK EXPERIENCE

Mathews College - London
SITE MANAGER April 2008 - Present

Responsible for managing all aspects of inventory management /stock control systems. Daily reporting & analysis of stock and inventory movement. Reporting to the Headmaster & senior managers on key issues.

Duties:
- Was responsible for planning work and ensuring a contract is delivered on time.
- Arranged delivery of materials and managing a range of subcontractors.
- Ensured projects ran to schedule and to budget.
- Attended pre-site and on-site meetings with clients and sub contractors.
- Maintained strict quality control procedures.
- Tested materials, also visual inspections of work, and frequent tours of the site.
- Conducted regular site safety checks, liaising with local councils.
- Was responsible for the cleaning staff, including hiring, wages etc.
- Resolved any problems that could cause delays to the project's completion.
- Compiled detailed reports for Headmasters and senior managers.

KEY SKILLS AND COMPETENCIES

- Developing, implementing and monitoring environmental strategies.
- Comprehensive understanding of Health & Safety / environmental legislation.
- Carrying out environmental audits and assessments.
- Writing training programmes on Health & Safety, fire and security.
- Able to produce clear action plans for staff and managers.
- Knowledge of pollution control, waste management & recycling.
- Raising awareness of environmental issues.
- Training staff at all levels in environmental issues and responsibilities.

ACADEMIC QUALIFICATIONS

BA (Hons) Business Studies
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Richard Crawley

Social worker

AREAS OF EXPERTISE

Court work

Report writing

Counselling

Young offenders

Mental health

Drug & alcohol abusers

Elderly patients

Learning disabilities

Physical disabilities

Child protection

Adult services

IT skills

CAREER STATEMENT

"I feel that my three biggest strengths are firstly my ability to understand the problems and needs of people under my care. Secondly my experience which allows me to assess, recommend and develop care packages that will improve the quality of their lives. Finally my proven track record of working on and bringing to a successful conclusion complex caseloads on time and to the satisfaction of all parties"

Richard Crawley

PERSONAL SUMMARY

An qualified social worker with over 7 years of experience in providing high quality care and support to people who are socially excluded or who are experiencing problems in their lives. Having a consistent track record of working successfully with individuals, families or groups, all within a variety of settings.

Possessing a in-depth understanding of relevant legislation, procedures and techniques required. Extensive knowledge of social work principles, techniques and practices and their application to complex cases, group work, and community issues.

Easy going by nature and able to get along with both colleagues and senior managers, Richard is currently looking to further his career by looking for a suitable position with a progressive employer.

CAREER HISTORY

Wolverhampton Central Council
SOCIAL WORKER January 2007 - Present

On the front line and dealing with both vulnerable individuals and also other healthcare professionals. Working as part of a team in a busy department. Responsible for the completion of overview assessments, formulation of packages of care and the monitoring and review of packages

Duties:
- Reviewing and writing up assessments of patients under my care.
- Interviewing clients and their families to assess their circumstances.
- Offering or arranging counselling or support to service users & their families.
- Making decision or recommendations on support packages for patients.
- Attending tribunals or courts to give evidence in legal proceedings.
- Keeping both manual and electronic records and databases up to date.
- Organising and attending team meetings.
- Participating in training, supervision and team meetings

West Midlands Council
SOCIAL WORKER June 2005 – December 2006

Working in partnership with other healthcare professionals and using a person-centred approach, with the aim of maximising the independence, well-being and choice of clients. Responsible for ensuring patients were safe, and helping them to reach their potential and improve their lives.

Duties:
- Was responsible for assessing risk and making recommendations.
- Regularly visited families and spoke to children and their guardians.
- Helped my patients in adapting to a changed lifestyle.
- Visited clients at their home or even places of work.
- Managed a caseload of up to 8 clients.
- Tracking clients to ensure they do not fall through the system.
- Made decisions regarding placements.

PROFESSIONAL

GSCC Registered

European Computer Driving Licence (ECDL)

First Aid

Leadership Training Course

CRB

POVA

PERSONAL SKILLS

Planning Strategically

An eye for detail

Good communicator

Tactful & articulate

Able to identify critical issues

Excellent organisational skills

PERSONAL DETAILS

Richard Crawley
99 Anywhere Road
Wolverhampton
W1 7JJ

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M: 0007 555 3333
E: richard.c@emaladdress.co.uk

DOB: 21/09/1984
Driving license: Yes
Nationality: British

REFERENCES

Available on request.

PREVIOUS CAREER HISTORY

West Bromwich Community Care
SUPPORT WORKER January 2004 – June 2005

Middleview Care Trust
CARE WORKER September 2003 – January 2004

EXPERIENCE AND KEY COMPETENCIES

Personal attributes

- Able to deal with abusive and aggressive clients.
- Can cope with a high caseload and prioritise according to importance.
- Ability to organise and prioritise work and manage time effectively.
- Strong influencing and negotiating skills.
- Knowledge of social diversity issues.
- Can deal with sensitive issues confidentially.

Skills and abilities

- Able to effectively monitor the progress of support packages on individuals.
- Can supervise newly qualified social workers and junior members of staff.
- Ensuring adherence to standards of care within the relevant quality framework.
- Working with people who are in residential care.
- Experience of assessing prospective foster carers.
- Gained vast expertise by dealing with a range of cases.
- Giving consultations to local authorities.
- Advising clients on their career prospects and helping them to find jobs.
- Experience of working with people with learning disabilities.
- Helping people to live independently or in alternative accommodation.
- Working with offenders.
- Experience of providing urgent or emergency responses to cases.
- Able to work with Councils, the Health Service and the voluntary sector.

ACADEMIC QUALIFICATIONS

West Bromwich University ***2000 - 2003***
Social Work MSc

Wolverhampton College ***1997 - 2000***
A levels: English (A)
Maths (B)
Physics (B)
Geography (C)

Gary White

Solutions architect

AREAS OF EXPERTISE

Database technologies

Messaging Technologies

Networking Technologies

Enterprise Architecture frameworks

Business acumen

Oracle & Siebel Analytics

Client focused

PROFESSIONAL

Microsoft Project and Basic Project Management

PERSONAL SKILLS

Solutions driven

Creativity & innovation

Decision making

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled solutions architect with good all-round ability to juggle multiple projects and meet deadlines whilst at the same time comprehending complex and interdependent business processes. Very capable with an ability to identify and then deal with a client's needs by translating them into appropriate technical solutions. Experienced in providing motivation, guidance and an up to date consultancy service to both colleagues and clients.

Now looking for a new and challenging architect position, one which will make best use of my existing skills and experience and also further my development.

WORK EXPERIENCE

Technology Company – Coventry
SOLUTIONS ARCHITECT June 2008 - Present

Responsible for defining, documenting and articulating functional scope. Also involved in technical analytical, problem-solving and identifying, analyzing, tracking and managing customer and application data flow issues throughout a software system.

Duties:

- Analyze software & configuration requirements & articulate specifications.
- Query data using SQL*Plus from multiple relational databases & data warehouse.
- Create use case strategies, and when necessary, help to create test strategies.
- Producing technical feasibility studies.
- Providing security consultancy & best practise for securing Microsoft platforms.
- Conducting product overview presentations.
- Deploying complex systems on client site.
- Providing the shape of technological solutions across Mainframe & Unix.
- Solution development and technical consultancy across a broad technology spectrum.

KEY SKILLS AND COMPETENCIES

- Awareness of networking protocols, their limits and requirements.
- Experience of Windows Server System administration.
- Knowledge and experience with Weblogic, Websphere, Webservices, etc.
- Providing leadership/ direction to other members of staff.
- Strong analytical and problem solving skills.
- Having a proven tracked record of Solutions Architecture.
- Understanding of key Mainframe environments and Linux flavors.
- Storage- EMC, HP,Hitachi, Fujitsu Siemens, Netapps.
- Process oriented and experienced in project, quality, issue and risk management methodologies.

ACADEMIC QUALIFICATIONS

BA (Hons) Computer Science
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Sous chef

AREAS OF EXPERTISE

Food planning & production

Kitchen management

Banquets

Special diets

Wastage control

Classis dishes

Planning menus

PROFESSIONAL

Intermediate Food Hygiene certificate

City & Guilds 706 1 & 2

Diet cooks certificate

IOSH – Managing Safety

PERSONAL SKILLS

Enjoy working with food

Focused

Creative

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A hardworking, pro-active sous chef with an upbeat and positive attitude, who is passionate about food and quality. Possessing excellent organisational skills, highly efficient and methodical with a good eye for detail. Having a good team spirit, deadline orientated and able to efficiently manage kitchen operations and also supervise staff. Fully aware of health & safety issues and compliant with the regulatory requirements for food handling, sanitation and cleanliness.

Ready and qualified for the next stage in a successful career and currently looking for a suitable chef position with a ambitious & exciting company.

WORK EXPERIENCE

Hotel Restaurant – Coventry
SOUS CHEF June 2008 - Present

Responsible for the smooth, efficient running of the kitchen, including it's routine operations, food preparation and production, as well as supervising kitchen staff. All in accordance with the standards of the hotel.

Duties:

- Assisting with the preparation of all foods required for visitors, staff & guests.
- Keeping all working areas and surfaces clean and tidy.
- Ensuring that all foods are produced in a safe and hygienic manner at all times.
- Making sure meals are prepared and presented on time.
- Responsible for completing all audit and quality standards documentation.
- Cooking fresh food in a high volume environment.
- Assisting with some administration duties and management of the catering staff.
- Deputising when the Chef Manager is absent.
- Ensuring that brand standards are maintained.
- Involved in catering for large conferences and banquets.
- Monitoring employee productivity & kitchen related costs to ensure efficiency.
- Dealing with any employee issues and queries.
- Making sure stock control and rotation procedures are implemented.
- Assisting with the training, management and development of catering staff.

KEY SKILLS AND COMPETENCIES

- Having financial control of the kitchen.
- Friendly personality with a 'can do' attitude.
- Previous experience as a Senior Chef de Partie / Junior Sous Chef.
- Responsible for stock control, purchasing and menu planning.
- Ability to quickly identify and resolve problems.
- Able to work overtime at short notice if required.
- Ensuring that all HACCAP, CoSHH reports are maintained and monitored.

ACADEMIC QUALIFICATIONS

BSc (Hons) Food and Nutrition
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Mark Williams

Store manager

AREAS OF EXPERTISE

Strategic planning

Market & competitor analysis

Customer service

Product launch

Brand marketing

Maximizing sales

Retail environment

PROFESSIONAL

Diploma in Retail Skills

First Aid

PERSONAL SKILLS

Innovation and flair

Communication skills

Target orientated

PERSONAL DETAILS

Mark Williams
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: mark.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A commercially aware and highly successful retail store manager with a proven track record in driving business forward whilst delivering high retail standards. A consistent track record of improving efficiency, maximize profits whilst minimizing costs. Ability to manage daily operations, and planning the use of materials and human resources to ensure maximum efficiency.

Mark enjoys and thrives working in a customer focused environment and is currently looking for a suitable store manager position.

WORK EXPERIENCE

Fashion Store – Coventry
RETAIL STORE MANAGER June 2008 - Present

Responsible for ensuring a consistently high standard of presentation in the store and making sure that all available space in the store is effectively utilized. Focused on maximising the customers shopping experience.

Duties:

- Responsible for the daily managing of staff and the assigning of duties.
- Managing and motivating staff to increase sales and ensure store efficiency.
- Analysing store sales figures.
- Developing, researching and implementing marketing strategies.
- Maintaining awareness of market trends and monitoring local competitors.
- Managing up to 8 members of staff.
- Manage budgets set by Retail Area Managers.
- Manage and address shrinkage and stock loss.
- Maintaining accurate records of all pricings, sales, and activity reports.
- Ensuring all corporate and local regulations and procedures are met and complied with.

KEY SKILLS AND COMPETENCIES

- Proven track record of increasing sales and turnover.
- Experience of managing KPIs and performance management.
- Experience of processing sales enquiries to a successful conclusion.
- Commercially and operationally minded.
- Able to inspire store staff to keep ahead of the competition.
- Knowledge of working with brands and their guidelines.
- Push civic engagement & social responsibility agenda within the store operations.
- Responding to and comments and resolving customer complaints.
- Ability to increase profitability through excellent service and the effective management of retail space.

ACADEMIC QUALIFICATIONS

BA (Hons) Retail Buying (fashion)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Supervisor

AREAS OF EXPERTISE

Monitoring performance

Manpower scheduling

Customer service

Team morale

Marketing

Delegating tasks

Decision making

PROFESSIONAL

Level 2 Introductory Certificate in Team Leading (CMI)

PERSONAL SKILLS

Organising

Natural leadership skills

Communication

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A results driven, self-motivated and resourceful supervisor with a successful track record of building and maintaining great teams or workers and of communicate effectively with all staff. Highly organised, energetic and flexible with leadership qualities which have been exercised through experience. Having a proven track record of meet KPI's and motivating staff to work together to achieve targets and improve efficiency.

Keen to find a challenging position within a successful and dynamic organisation where I will be able to continue to develop my supervisory skills.

WORK EXPERIENCE

Council Office – Coventry
SUPERVISOR June 2008 - Present

Working as part of a team and responsible for work assignments/rotations, staff training, staff vacations, staff breaks, overtime assignment and arranging back-up for absent employees.

Duties:

- Supervising the day to day activities of a team of 8 staff.
- Driving operational efficiencies, raising customer service levels & cutting costs.
- Organising work load, allocating tasks, tasking team on a daily basis.
- Managing team and individual performance.
- Ensuring all administrative records are completed accurately.
- Ensure professionalism & high quality is continually maintained.
- Preparation of relevant reports and documents for senior managers.
- Identifying areas of the business where improvements can be made.
- Developing policies to create and maximise performance.
- Scheduling staffing levels, planning for holiday and weekend cover.
- Monitoring staff attendance and performance levels.
- Opening and closing the office premises.
- Involved in the recruitment & interviewing of new staff.
- Training of new staff & identifying training requirements of existing staff.
- Ensuring compliance with all relevant health and safety guidelines.

KEY SKILLS AND COMPETENCIES

- Having a proven ability to plan, organise and control activities & staff.
- Ability to work under pressure and to targets.
- Disciplined approach & strong/effective communicator at all levels.
- Able to manage available resource to maximise productivity and efficiency.
- Having the ability to motivate people.
- Possessing a responsible attitude and also calm under pressure.

ACADEMIC QUALIFICATIONS

Practice Administration FdA - (Foundation degree)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Wendy Harris

Support worker

AREAS OF EXPERTISE

Person Centred Planning

Learning disabilities

Probation services

Child Protection

Children's homes

Creating care plans

PROFESSIONAL

First Aid Certificate

NVQ – Care

GSCC

Food hygiene certificate

PERSONAL SKILLS

Listening skills

Communicating

Open to new ideas

Adaptable

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An adaptable, conscientious, enthusiastic, and self motivated individual with experience of implementing personal support plans which focus on the individual's welfare, needs, wants and interests. Having the ability to manage a challenging caseload, while staying focused on giving a high standard of care to every client. Constantly maintaining and demonstrating a positive attitude towards clients, their families, staff, visitors and others.

Keen to find a challenging position within an caring organisation where I will be able to continue to increase my work experience & develop my abilities.

WORK EXPERIENCE

Residential Care Home – Coventry
SUPPORT WORKER June 2008 - Present

Helping clients and patients to develop their independent daily living skills in accordance with their individual care plan. Providing care for people who have complex and challenging needs in terms of their behaviour and emotional, psychological and developmental well-being.

Duties:

- Making sure clients receive the service and benefits they are entitled to.
- Communicating with key agencies & service providers in the local community.
- Washing, bathing, bed bathing and showering patients.
- Teaching life skills - road safety, use of public transport, cooking.
- Taking clients on shopping trips.
- Preparing meals snacks and drinks for clients.
- Administering medicines to clients.
- Completing of essential paper work.
- Speaking to care managers on behalf of clients.
- Ensure the security & safety of the home is maintained at all times.
- Taking clients to social events, appointments and places of worship.
- Assisting with money management like household bills, Council taxes, personal management of monies.

KEY SKILLS AND COMPETENCIES

- Punctual, reliable and able to use own initiative.
- Experience of dealing with challenging behaviours.
- Possessing a caring and understanding attitude.
- Being flexible in daily work & routines also having own transport & able to travel.
- Have the energy and enthusiasm to carry out and complete projects.
- Experience of working with people with a learning disability who need extra support.

ACADEMIC QUALIFICATIONS

NVQ levels 2, 3 and 4 in Health and Social Care
Nuneaton North College 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2003 - 2005

REFERENCES – Available on request.

Gary White

Systems administrator

AREAS OF EXPERTISE

System administration

Project management

Server Configuration

Technical support

Network Services Support and Management

VMWare Technologies

Virtualisation

Security products

VOIP

Linux & open Source

PROFESSIONAL

MCSA

MCSE

PERSONAL SKILLS

Technically minded

Pro-active

Analytical

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly competent and organised systems administrator with experience of software procurement, installation, administration & compatibility. Possessing a proven ability to assist with the day-to-day running of an IT department and it's business IT systems. Extensive knowledge of monitoring and controlling data security within guidelines to ensure compliance and report on possible improvements. Well mannered, articulate and able to act as point of contact for colleagues and external clients.

Looking for a suitable systems administrator position with an exciting, innovative and ambitious company that offers room for progression.

WORK EXPERIENCE

IT Support Maintenance Company – Coventry
SYSTEMS ADMINISTRATOR June 2008 - Present

Acting as technical lead to identify and implement solutions to problems affecting IT services. Providing 1st/ 2nd Line and some 3rd Line support over the telephone, remotely and face to face to clients & internal staff members.

Duties:

- Installation and maintenance of all systems within a clients digital environment.
- Producing documentation on operational, system and user procedures & guidelines.
- Building, configuration and troubleshooting of server and desktop hardware.
- Providing advice on selection and purchase of IT equipment.
- Maintaining maximum availability of supported services for users.
- Obtaining quotes for supply of goods and services from suppliers.
- Designing, implementing and managing Active Directory.
- Monitoring the progress of third-party maintenance contract suppliers.
- Ensuring that support calls are logged and handled effectively and efficiently.
- Responsible for disaster recovery, closing security loopholes and access levels.
- Ensure adequate antivirus protection & solutions are maintained and updated.
- Identify and recommending improvements for E-mail applications & Web-page development.

KEY SKILLS AND COMPETENCIES

- Knowledge of cloud computing (Amazon EC2), Apache HTTP Server.
- Experience of working with some 3rd line projects.
- Knowledge & understanding of backup technologies & disaster recovery methods.
- Experience of using System Administration tools such as Hyena, Dameware.
- Good understanding of: Server Hardware Technology, UNIX, SQL, LANs, WANs.
- Experience of: VMWare, Windows 2003, Active Directory Group Policies, TCP/IP, DNS.

ACADEMIC QUALIFICATIONS

BSc (Hons) Multimedia Computing
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Wendy Harris

Teaching assistant

AREAS OF EXPERTISE

Behaviour management

Administrative duties

Health & safety

Knowledge of National Curriculum

Childcare

SEN

Equal opportunities

PROFESSIONAL

First Aid qualified

PERSONAL SKILLS

Calm temperament

Creative

Engaging

Listening skills

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A caring, supportive and enthusiastic team player who is committed to the welfare, safeguarding and promotion of pupils. Possessing confidence and enthusiasm as well as having excellent communication and time management skills. With a proven ability to encourage children to achieve their potential by stimulating their enthusiasm for learning and also their determination to succeed.

Looking for a opportunity to make a genuine difference in a ambitious and progressive school.

WORK EXPERIENCE

Primary School – Coventry
TEACHING ASSISTANT June 2008 - Present

Acting as a support to the teacher when working in a group setting. Working under the supervision and guidance of senior teaching staff in a busy and exiting school. Contributing to the delivery of teaching and tutorials and providing personal academic support and mentoring for groups of students.

Duties:

- Assisting the teacher in the management of pupils and the classroom.
- Helping children in their studies and all areas of the national curriculum.
- Providing general support and one-to-one assistance for pupils.
- Helping children with their learning, playing and social development.
- Assisting with the preparation of a comfortable learning environment.
- Preparing class registers & accurately updating pupil records.
- Delivering educational programmes and assessing their impact on pupils.
- Producing accurate and up-to-date records and reports as required.
- Meeting parents at Parent Evening's & updating them on a child's progress.
- Monitoring a pupils performance throughout the year.
- Planning learning activities & school trips with teachers.
- Producing accurate and up-to-date records and reports as required.
- Assisting in implementing Individual Education Programmes for students.
- Organising and maintaining books, learning materials and resources.
- Providing extra support to children with special needs or those who speak English as a second language.

KEY SKILLS AND COMPETENCIES

- Ability to build good relationships with the staff and pupils.
- Excellent knowledge of all teaching subjects.
- Have the confidence and energy to successfully handle difficult behaviour.
- Experience of supporting children with special needs.
- Strong behavioural management skills.

ACADEMIC QUALIFICATIONS

BA (Hons) Education Studies
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Wendy Harris

Team Leader

AREAS OF EXPERTISE

Supervising

Ability to motivate people

Strategic planning

Commercial Awareness

Equal Opportunities

Health & Safety Legislation

Risk assessment

PROFESSIONAL

Institute of Leadership and Management (ILM) Level 2 Certificate in Team Leading

PERSONAL SKILLS

High performance

Delegating

Decision making

Organising

PERSONAL DETAILS

Wendy Harris
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: wendy.h@emaladdress.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision whilst leading a team of twelve or more. Having a proven ability to lead by example, consistently hit targets, improve best practices and organise time efficiently.

Now looking forward to a making a significant contribution as a team leader with a company that offers a genuine opportunity for progression.

WORK EXPERIENCE

Financial Advisory Company – Coventry
TEAM LEADER June 2008 - Present

Ensuring that staff are motivated, monitored and measured in line with company targets and performance standards. Responsible for making sure that any gaps in performance or quality are quickly identified and addressed. Producing accurate reports on team performance for senior managers.

Duties:

- Preparing daily workloads for staff & co-ordinating the daily allocation of work.
- Motivating the team to achieve high standards and KPI targets.
- Handling new client enquiries and acting as the face of the business.
- Dealing with and resolving problems and issues which arise.
- Working with the sales and marketing team to drive sales forward.
- Mentoring and training up junior and new staff.
- Monitoring & reporting on standards & performance targets.
- Arranging & chairing weekly team meetings, focussing on targets & achievements.
- Implementing new initiatives.
- Involved in the recruitment of new staff.
- Praise team members and creates a positive working environment.
- Ensuring all administrative and IT records are entered and updated correctly.
- Providing prompt and accurate information on individual performance.

KEY SKILLS AND COMPETENCIES

- Proven ability to manage through others.
- Strong decision making and problem solving skills.
- Able to motivate and lead others in a team environment.
- Excellent communication skills, both written and verbal.
- An ability to build rapport and trust quickly with work colleagues.
- Able to prioritise tasks and workloads in order of importance.
- Track record of delivering results with deadlines.

ACADEMIC QUALIFICATIONS

Chartered Management Institute (CMI) - Level 2 Introductory Certificate in Team Leading ***Nuneaton North College 2005 - 2008***

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Technical architect CV

AREAS OF EXPERTISE

Strong Security Knowledge

Cisco Routers and Switches

Unix/IBM AIX Architecture

Checkpoint Firewalls

Solutions development

Custom software development

Active Directory

Microsoft technologies

PROFESSIONAL

Certified CISCO CCNA Instructor

Microsoft Small Business Server 2008

PERSONAL SKILLS

Focused

Attention to detail

Goals orientated

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled technical architect with comprehensive experience of designing, developing and deploying architectures and infrastructure for software applications. Possessing a proven ability to lead project teams to successfully deliver agreed upon solutions of the highest quality, often in complex and challenging customer environments.

Now looking for a new and challenging technical architect position, one which will make best use of my existing skills and experience and also further my personal and professional development.

WORK EXPERIENCE

IT Maintenance Company – Coventry
TECHNICAL ARCHITECT June 2008 - Present

Providing technical advice and consultancy to clients and management on matters of technical architecture infrastructure developments, including their feasibility.

Duties:

- Producing coherent technical proposals that meets the customer requirements.
- Designing and specifying medium and large software systems.
- Debugging, reuse, source code management strategies and release management.
- Mentoring and guiding less experienced consultants.
- Meeting clients face to face.
- Building relationships with clients, technical teams and external contractors.
- Managing development of documentation to meet client expectations.
- Architecting and designing software solutions for various problem types.
- Working on high volume transactional systems including Microsoft SQL Server environments.

KEY SKILLS AND COMPETENCIES

- Ability to translate technical jargon for non-technical staff.
- Having the judgement necessary to choose the best solution to complex problems.
- Modelling with UML 2.0, Rational Software Architect & CASE tools in general.
- Detailed practical understanding of project processes.
- Storage: NAS, SAN and locally attached storage and connectivity to devices.
- Hardware: Rack mounted servers, blades, chassis, structured cabling.
- Experience with Open Source platforms, frameworks and components.
- An understanding of strategic issues.
- Knowledge of SMS, MMS, WAP protocols and technologies.
- Good presentation and facilitation skills.
- Understanding of databases and data modelling / design techniques and data interface protocols.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Science
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Joy Carter

Technical support executive CV template

AREAS OF EXPERTISE

IT Technician

Network Administrator

Network Security Administrator

Data communication

Mobile communication / Wireless

TCP/IP

Firewalls

LAN / WAN

VLANs

PROFESSIONAL

Windows 2000 Server

Windows 2003 Server

Exchange

PERSONAL SKILLS

Multilingual

Friendly personality

PERSONAL DETAILS

Joy Carter
Dayjob Ltd
120, Vyse Street, Birmingham
B18 6NF

T: 0870 061 0121
M: 0887 000 0000
E: joy.c@dayjob.com

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Hands on knowledge and experience of the maintenance and support of computer systems and networks of both small and large departments. As well as the planning and practical implementation phases of various network & security projects. Previously held responsibility for ensuring the security of stored information and also for the installation of new hardware and software and in preventing illegal alterations, damage, or disclosure of information. Valuable experience of planning, co-ordinating and controlling the security measures for information systems to regulate access to computer data files.

Easy going by nature, willing to work shifts and able to get along with both work colleagues and senior managers, currently looking for a starting position as a IT Technician or Network Administrator.

WORK EXPERIENCE

Support & Maintenance Company - London
TECHNICAL SUPPORT EXECUTIVE April 2008 - Present

Ensuring user notification of maintenance requirements and system availability. Maintaining confidentiality with regard to the information being processed and also providing on-the-job training to new department staff members.

Duties:

- Maintenance of email and network security systems
- Front Office Interfaces and Data Provision / Delivery
- Administering Network Workstations
- Firewall administration
- Responsibility for company IT security
- Providing telephone and desktop support
- Forecasting any needed technical improvements
- Budgeting for and implementing any changes
- Maintain site licenses for department/organization
- Produced informative, well-organized presentations to senior management
- Applying cryptography to network applications
- Backup and disaster recovery plans

KEY SKILLS AND COMPETENCIES

- Prioritising and managing many open cases at one time.
- Testing and evaluating new technology.
- Responding within agreed time limits to call-outs.
- Communicating technical information to non-technical personnel.
- Knowledge of UNIX, Software Simulation etc.
- Data communication / Mobile communication.

ACADEMIC QUALIFICATIONS

MSc Computer Networks & Security
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Amir Khan

Telesales Executive

AREAS OF EXPERTISE

Lead generation

Client relations

B2B

Client retention

Customer relations

Proposition and Solution selling

Time management and planning

Administration

Cold calling

CAREER STATEMENT

"I feel that my greatest strengths are firstly my ability to develop and maintain a close working relationship with my customers. This allows me to gain a in-depth understanding of their individual needs and requirements. Secondly my ability to be agile to changing market conditions and priorities."

Amir Khan

PERSONAL SUMMARY

An experienced telesales professional with a solid track record within outbound business to business telesales. Possessing a strong commercial acumen and having a proven track record in closing deals over the telephone. Having a in depth understanding the importance of customer service and recognizing the need to balance profitable growth with customer satisfaction.

Currently looking to continue in a successful career in media sales as a telesales executive.

CAREER HISTORY

Highrise Financial Services - Watford
TELESALES EXECUTIVE August 2009 - Present

Booking appointments for the Business Development Managers by making outbound cold calls daily, promoting the company, their products and the benefit of the industry.

Duties:
- Selling a range of products and services, to both new and existing clients.
- Working on high quality appointment setting campaigns.
- Making B2B outbound telesales calls.
- Conveying technical information to customers.
- Closing sales and making plans to gain repeat business.
- Attending tradeshows & industry events.
- Performing administrative duties.
- Using the latest sales software.
- Booking appointments for sales representatives to visit potential customers.
- Using Word & Excel to write reports and create invoices.
- Maximising every sales enquiry.

Capeham Software Services - London
CUSTOMER SERVICE REPRESETATIVE June 2007 – August 2009

Working as part of a large team of Sales Executives, selling a wide of prestigious analytical/data solution products to various industries.

Duties:
- Contacting lapsed & new customers to introduce and promote products.
- Training new staff on call logging software.
- Re-directing enquiries to the appropriate person.
- Building and developing accounts.
- Contributed to and participated in team meetings and activities.
- Processing order.
- Maintaining a working understanding of key suppliers, competitive position.
- Logged enquiries and resolutions on a database.
- Offered customers alternatives and up-selling.

ROFESSIONAL

First Aid Certificate

European Computer Driving Licence (ECDL)

French

German

PERSONAL SKILLS

Highly motivated

Excellent communicator

Target orientated

Competitive

Confident personality

Influencing skills

PERSONAL DETAILS

Amir Khan
89 Anywhere Road
Watford
W3 7RD

T: 0207 000 9999
M: 0777 777 3333
E: amir.k@emaladdress.co.uk

DOB: 24/08/1986
Driving license: Yes
Nationality: British

KEY COMPETENCIES AND SKILLS

Professional

- Experience of working in a call centre environment.
- Experience of generating new business through direct marketing.
- Having a professional and direct telephone manner.
- Ability to sell to senior managers and directors.
- Experience of Microsoft software like Word, Excel and PowerPoint.
- Experience of CRM systems.
- Producing written information for customers and reports for managers.
- Skilled in identifying and qualify opportunities.
- Proven organizational and administrative ability

Personal

- A solid team player who thrives on working in a fast paced environment.
- Having a persuasive personality & focussed on achieving goals.
- Possessing a confident and articulate telephone manner.
- Having a burning desire to succeed.
- Adaptive to change and ability to multi-task.
- Able to work as part of a team and in a busy telephony environment.
- Enjoy working to KPI's and departmental targets.
- Well spoken.
- Resilient and proactive.
- Ability to stay calm under pressure.
- Able to react quickly and effectively when dealing with challenging situations.

ACADEMIC QUALIFICATIONS

Watford College, Watford 2006 - 2007

A' Levels:

Maths	B
English literature	A
Physics	B
Geography	D

St Mathews Secondary School, Watford 2002 - 2006

GCSE's:

English	C
Maths	C
Science	A
Technology	B

REFERENCES – Available on request.

Linda Harris

Test engineer CV

AREAS OF EXPERTISE

Acceptance testing

Technical investigation

Exploratory testing

Agile

Test environments

Test management tools

UAT knowledge

Writing test reports

PROFESSIONAL

ISEB certification

German Speaker

PERSONAL SKILLS

Problem solving

Attention to detail

Communicating

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright, talented, ambitious and self-motivated test engineer with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having a proven ability to carry out the creation of test cases, appropriate implementation of individual tests, log outcomes and communicate the results to work colleagues and clients. Possessing excellent documentation communication skills alongside an ability to formulate, advise and implement testing strategy. Using initiative to develop effective solutions to problems with an active and dynamic approach to work and getting things done efficiently.

Keen to find a suitable position with a successful and ambitious company.

WORK EXPERIENCE

IT & Telecoms Company – Coventry
TEST ENGINEER June 2008 - Present

Responsible for the whole test process from planning, through test plan development, execution & result reporting. Also involved in the development and improvement of the test functions, putting forward suggestions and implementing plans accordingly.

***Duties**:*

- Organising, conducting and supporting test activities.
- Involved in performance testing and integration testing.
- Rapidly response to equipment failures & implementing immediate repairs.
- Participating in audits and reviews of testing, highlighting areas for improvement.
- Monitoring and reporting to senior managers any repair trends.
- Drawings and documentation updates.
- Responsible for executing test cases, documenting results and defects.
- Testing and fault finding finished systems in accordance with company procedures.
- Reporting to the Test Manager any issues or potential prioritisation conflicts.
- Assisting in the loading and installation of software.

KEY SKILLS AND COMPETENCIES

- Experience of testing Web, PC and mobile based software.
- Understanding the iterative software development lifecycle.
- Solid understanding of manual testing methods and processes.
- Extensive technical knowledge of Test Systems hardware and software.
- Planning and task management skills.
- Good user knowledge of all Microsoft operating systems.
- Experience of testing GUI based software.
- A high level of workmanship with an eye for detail.
- Full knowledge of testing processes with technical understanding.
- Good telephone manner and ability to communicate well at all levels.

ACADEMIC QUALIFICATIONS

BSc (Hons) Information Technology (Software Engineering)
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

RICHARD MARKS

TEST MANAGER

Career summary

A forward thinking, capable and committed test manager with a proven ability to meet agreed deadlines, co-ordinate work and work to defined testing methodologies within a structured environment. Focused on any task at hand and able to utilize existing test knowledge and experiences to come up with practical solutions and alternatives to testing processes. Having first class executive leadership, negotiating and communicating skills and capable of providing authoritative guidance and advice to both in house and third party test teams.

Work experience

IT Support Company

TEST MANAGER June 2008 – Present

Responsible for the test management of projects throughout a projects life cycle. Also involved in creating structured processes to manage defects right through to resolution.

- Developing and maintaining test methodology.
- Defining test strategies for projects.
- Coordinating the work of test teams and monitoring their performance.
- Following up any outstanding open test risks / issues.
- Managing the gathering of results.
- Compiling test metrics for management.
- Reporting to senior managers on progress and issues.
- Identify test approaches that optimise the delivery schedule.
- Planning and estimating.
- Arranging team meetings and workshops.
- Advising clients on Testing best practice.

Software Development Company

TEST ANALST July 2006 – May 2008

Academic qualifications

Nuneaton University 2003 – 2006

BSc Computer Science

Nuneaton College 2001 – 2003

A levels Maths (A)
English (B)
Geography (A)
Physics (D)
Accounting (B)

Key skills

AREAS OF EXPERTISE

- Agile methods
- Defect tracking
- Test methodology
- Systems testing
- UAT testing
- Data warehousing
- IBM mainframes
- VisionPLUS

PROFESSIONAL ABILITIES

- Experience across multiple types of testing i.e. user acceptance, system integration.
- Experience of working on Business, Technical and Functional Requirements.
- Knowledge of MS Office tools including MS project, PowerPoint and Visio.
- Able to take preventative action when any risks become unacceptable.
- Understanding of different test approaches and techniques.
- ISEB / ISTQB accredited.
- Actively maintain awareness and understanding of current developments and best practice in testing.
- Knowledge of execution, scripting and planning.
- Making sure that all testing plans comply with company guidelines, standards and regulations.

MANAGERIAL ABILITIES

- Managing test teams.
- Strong influencing and Communication skills.
- Having a flexible attitude and positive approach.
- Ability to lead offshore testing teams.
- Experience of client facing roles.
- Constantly maintaining high levels of accuracy.
- Ability to quickly learn applications with minimal documentation
- An understanding & appreciation of the full development life cycle & how testing relates to it.
- Can translate business processes into clear and comprehensive test scenarios.
- Training new test team members.

REFERENCES

Available on request.

CONTACT DETAILS

Richard Marks
Dayjob Ltd, 120 Vyse Stree Birmingham B18 6NF
T: 0121 638 0026 - W: www.dayjob.com

Rachel Smith

Trainee accountant

AREAS OF EXPERTISE

Financial reporting

Strategic business reviews

Financial analysis

Accounting systems

IT skills

Expenditure tracking

Profitability analysis

Cost analysis

Cash management

PROFESSIONAL

First Aid

Spanish

PERSONAL SKILLS

Attention to detail

Time management

Good team player

Problem solving

PERSONAL DETAILS

Rachel Smith
612 Made Up Street
Salford
S18 6RD

T: 0161 555 4444
M: 0799 777 6666
E: rachel.s@emaladdress.co.uk

DOB: 10/02/1988
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright and talented finance graduate who is looking to join a commercially-focused, forward thinking company. Excellent communication skills with an ability to interpret and communicate financial data to non-financial colleagues.

Currently employed on a temporary contract as an accounts assistant, but looking for a permanent trainee position with a company that can offer a training programme for aspiring accountants.

ACADEMIC QUALIFICATIONS

BBA (Hons) Accounts and Finance
Norwich University ***2007 - 2010***

A levels: Maths (A) English (A) Business Studies (B)
Ipswich Town College ***2005 - 2007***

WORK EXPERIENCE

Salford Accountancy Firm – Coventry
ACCOUNTS ASSISTANT June 2010 - Present

Responsible for various areas including; invoicing, expenses, payment runs, reconciliations and dealing with financial queries. Also be required to cover for other staff in the finance team.

Duties*:*

- Analysing financial data and making conclusions.
- Involved in producing and analyzing year end financial accounts.
- Liaising with the company's auditors.
- Helping to produce the companies tax return.
- Involved in preparing monthly management accounts.
- Assisting in bank reconciliations.
- Helping departments to plan, manage and report their budgets forecasts.
- Preparation of Statutory Accounts, CT600 and Corporation Tax Computations.
- Completion of Personal Tax Returns.
- Working with SAPA , SAGE 50 Accounts & SAGE taxation.
- Ensure that the Company Service Guarantees are met.

KEY SKILLS AND COMPETENCIES

- Having a mathematical mind with good analytical skills.
- Able to co-ordinate and manage all aspects of Payroll and VAT Administration.
- Able to prioritize individual workloads according to deadlines.
- Confident attitude with a proactive approach to your work.
- Good knowledge of IRIS accounts production software.
- Ability to manage multiple tasks simultaneously.
- Experience of offering tax, accountancy & business development advice to clients.
- Up to date with all current accounting and taxation legislation.
- Possessing commercial acumen.
- Able to work as part of a team or alone.
- Can produce sole trader ship, partnership and limited company accounts from both manual and computerised records.

REFERENCES – Available on request.

Elisabeth Brown

Trainee administrator

22 Somewhere Street Barnsley B44 7RR
Tel: 01331 443 9999 Mobile: 07700 333 8888 Email: elisabeth.b@yourmail.com

Personal profile

A graduate with a comprehensive knowledge of administration procedures and of providing administrative and clerical support. Presently working in a fast paced office environment handling important commercial and technical documents.

Easy going by nature and able to get along with both work colleagues and senior managers, currently looking for a suitable trainee administrator position.

Academic qualifications

BA (Hons) Business Administration

A' Levels: Maths (B) English (A)

NEBOSH Health and Safety

Areas of expertise

Business administration	Secretarial tasks
Document management	Data entry
Diary management	IT skills

Work experience

TRAINEE ADMINISTRATOR

Harlows Financial Services June 2010 - Present

Organizing and planning essential central services such as reception, security, maintenance, mail, as well as the day to day running of the office.

Duties:

- Having to evaluate, prioritize, organize and delegate work schedules within an office environment.
- Managing filing systems.
- Managing and recording office expenditure.
- Using electronic filing systems and office software, including email, spreadsheets and databases to store documents.
- Working at reception, greeting visitor and answering telephone enquiries.
- Recording office expenditure and managing the budget.
- Ensuring adequate staff levels to cover for absences and peaks in workload.
- Writing letters and corresponding with clients.
- Managing incoming telephone calls, screening calls and directing them to the appropriate parties.

Experience and key competencies

Administrative skills

- Experience of electronic data management systems.
- Knowledge of and experience of promoting equality and diversity policy.
- Able to undertake large amounts of routine administration.
- Knowledge of resource allocation and forward planning.
- Experience of carrying out Fire Safety Risk Assessments.
- Organising office events.
- Screening and actioning email's.
- Processing financial requests.
- Providing secretarial support to advisors.
- Preparing high quality reports and general documentation.
- Communicating professionally with customers, contractors and other departments.
- Overseeing and supervising the work of junior staff.

Personal attributes

- A comprehensive understanding of health and safety regulations.
- Strong decision-making skills.
- Ability to multitask.
- The ability to form positive relationships with colleagues.
- Have a proactive, 'can-do' approach to work.
- Professional and confident telephone manner.
- High attention to detail and accuracy.
- Able to react quickly and effectively when dealing with challenging situations.
- Tactful, discrete and having respect for confidentiality.

References

Available on request.

Personal

Driving license:	Yes
Nationality:	British
Languages:	German, Polish

Sharon Rooney

Trainee insurance broker

321 Made Up Street Exeter E32 9KK
Tel: 0131 000 7788 Mobile: 07711 888 7777 Email: sharon.r@yourmail.com

Personal profile

A degree educated candidate with lots of commonsense & a hard working confident attitude. Ready to start immediately & familiar with all aspects of the insurance business including quotations and underwriting, mid term adjustments, renewals and claims. A proven ability to identify the customer needs, match their insurance requirements whilst adhering to underwriting guidelines

Bright, articulate and numerate with excellent communication skills, presently looking for a career as a trainee broker within the insurance industry.

Academic qualifications

BA (Hons) Business Economics 2:1

A' Levels: Maths (C) English (A) Physics (A)

Areas of expertise

Telephone sales	Claims handling
Financial services	Commercial insurance
New Business Generation	Account management

Work experience

TRAINEE ASSISTANT MANAGER

Turners Insurance Services *May 2010 - Present*

Working for an expanding insurance company. Responsible for generating new leads through cold calling to build up a database of prospects, which is used to generate new business.

Duties:

- Communicating directly with clients and insurance companies.
- Handling queries from both external customers and internal calls.
- Involved in complex sales which include client visits and contacting underwriters.
- Assessing a clients needs then matching their insurance requirements.
- Dealing promptly with incoming telephone calls, post and e-mail enquiries.
- Business development and building lasting business relationships with clients.
- Maintaining a client's portfolio including claims and enquiries and renewals.
- Assisting in renewal terms, rebooking exercises, client registers & other necessary documentation.

EXPERIENCE & KEY COMPETENCIES

Sales skills

- A proven track record of successful closing sales after offering a competitive and comprehensive insurance product.
- Experience of both commercial and personal insurance broking.
- Able to adhere to the underwriting guidelines.
- Ability to develop close working relationships with internal and external contacts.
- Familiar with using computer quotation, administration and database systems.
- A comprehensive understanding of the insurance market.
- Fully aware of industry rules and regulations.
- Excellent business development skills, able to cold call prospects, develop relationships and give relevant insurance advice.
- Experience of investigating, negotiating and settling claims.
- Communication with policyholders, solicitors and others by telephone and in writing.
- Familiar with contacting loss adjusters, solicitors, policyholders & other third parties.

Personal attributes

- Have confident and effective telephone skills.
- Excellent organisation skills.
- Knowledge of databases, Microsoft Word and Excel.
- Enthusiastic, motivated and willing to learn.
- Flexible with working hours.
- Can build a solid rapport a variety of stakeholders.
- Attention to detail and an ability to accurately record information.

References

Available on request.

Personal

Driving license:	Yes
Nationality:	British
Languages:	Portuguese

Jason King

Trainee recruitment consultant

AREAS OF EXPERTISE

Customer service

Cold calling

Interview skills

Employment Law

Paediatric First Aid

Negotiating

PROFESSIONAL

First Aid

PERSONAL SKILLS

Goal orientated

Communication skills

Financially motivated

Tactful & articulate

Problem solving

Excellent organisational skills

Driving license

French language

PERSONAL DETAILS

Jason King
12 Made Up Street
Bristol
B10 6GG

T: 01223 222 3333
M: 0777 566 2233
E: jason.k@emaladdress.co.uk

PERSONAL SUMMARY

A recent Human Resources graduate who is keen to find a position as a trainee recruitment consultant. Currently employed part time in an administrative role with a specialist recruitment agency. Through this position now having a good understanding of what is required in the business.
Have also gained considerable knowledge and understanding of how to build relationships with clients, attract suitable jobseekers and also match candidates with the needs of recruiters.

ACADEMIC QUALIFICATIONS

B.A. (Hons) Human Resources 2:1
Bristol University

A levels: Geography (C) Maths (A) English (B) Physics (C)
Bristol Central College

WORK EXPERIENCE

Global Circle Recruitment - Bristol
ADMINISTRATIVE ASSISTANT July 2010 - Present

Working in a busy specialist recruitment consultancy, alongside experienced consultants. Providing full administrative back up to the entire team, and at the same time gaining a comprehensive insight into the expectations of clients and candidates and also what it takes to make successful placements.
Duties:

- General administrative duties such as filing, photocopying.
- Helping to build relationships with clients and Human Resource departments.
- Assisting in the drafting and writing of job adverts.
- Screening candidates by doing background checks on them.
- Recording and monitoring office expenses and raising invoices.
- Calling candidates and inviting them for interviews.
- Informing client companies about potential suitable candidates.
- Attending networking events to attract more business for the company.

VOLUNTARY EXPERIENCE

Helping the elderly Charity - Bristol
CHARITY SHOP WORKER Summer 2009

A weekend job as a unpaid volunteer for a local charity, was essentially involved in helping out in the local charity shop.
Duties:

- Ensured stock was displayed properly.
- Took money and cashed up at the end of the day.
- Was in charge of Health and Safety compliance in the store.

REFERENCES – Available on request.

Laura Rowland

Trainee sales negotiator

22 Made up Road Glasgow G22 8LL
Tel: 01321 000 7777 Mobile: 07700 333 8888 Email: laura.r@yourmail.com

Personal profile

A target driven graduate with an ability to work under pressure and achieve monthly targets. Proactive in generating business and taking every opportunity to close deals. Excellent customer service skills and able to build rapport and maintain long term business relationships with both buyers and sellers.

Having a great work ethos and fully aware of all current legislation. Presently seeking an opportunity to join a well-respected, nationwide Estate Agency as a trainee sales negotiator.

Academic qualifications

BSc (Hons) Marketing

A' Levels: Maths (B) English (A) History (C)

Areas of expertise

Target driven	Negotiating	Closing sales
Problem solving	Marketing	Negotiating
Administration	IT skills	Communication

Work experience

TRAINEE SALES NEGOTIATOR

Burrows Estate Agents June 2010 - Present

Working alongside experienced estate agents and involved in the sale and purchase of houses, flats and land. Also occasionally involved in managing rented properties for clients.

Duties:

- Registering potential buyers and their requirements.
- Welcoming all clients in a professional friendly, positive and enthusiastic manner.
- Matching clients to suitable properties.
- Liaising with vendors and buyers.
- Arranging and attending viewings.
- Conducting in-depth reviews of clients' financial circumstances.
- Promoting the agencies mortgage and conveyancing services.
- Collecting information about a property, and arranging for photographs to be taken.

Experience and key competencies

Negotiating skills

- Taking time to understand the customer's requirements.
- Able to close a deals quickly.
- Estimating the value of a property.
- Able to manage and maintain on a daily basis all administrative systems and procedures
- Experience of both commercial and residential properties.
- Experience of vetting prospective purchasers or tenants by collecting references and doing credit checks.
- Regularly contacting building societies, mortgage brokers, surveyors and solicitors.

Personal attributes

- Excellent communication skills.
- Positive, pro-active and self motivated.
- Able to work as part of a team and on own initiative.
- Proven ability to work under pressure to achieve monthly targets.
- Punctual and well presented.
- Ability to quickly gain local area knowledge.
- Focusing on exceeding customer expectations.
- Able to work individually or in a team.
- Ability to use own initiative and think outside the box to achieve objectives
- Attention to detail.
- Able to professionally organize a working day and set targets.
- Enjoy a competitive environment.
- High energy levels.
- Can inspire trust and confidence in clients and buyers.

References

Available on request.

Personal

Driving license:	Yes
Nationality:	British
Languages:	Spanish

Fiona Owen

Trainee solicitor

AREAS OF EXPERTISE

Drafting skills

Employment Law

Competition & Trade

Intellectual Property

Dispute Resolution

Client interviews

PROFESSIONAL

First Aid

PERSONAL SKILLS

Communication skills

Telephone manner

Tactful & articulate

Problem solving

Excellent organisational skills

Driving license

German language

PERSONAL DETAILS

Fiona Owen
82 Some where Street
Chelmsford
C6 9LL

T: 01223 999 3333
M: 0777 111 2233
E: fiona.o@emaladdress.co.uk

PERSONAL SUMMARY

A recent Law graduate who is fully aware of the structure, culture and procedures of the legal profession. Experienced in and having a good understanding of how to build relationships with clients and to provide appropriate and effective legal advice and services to them. Easy going by nature and able to liaise with case officers, managers and decision makers with regards to on-going legal matters. Currently looking for a training contract with a reputable solicitors firm.

ACADEMIC QUALIFICATIONS

B.A. (Hons) Law
Middlesex University

A levels: Geography (C) Maths (A) English (B) Physics (C)
Chelmsford Central College

WORK EXPERIENCE

Community Law Centre - Chelmsford

VOLUNTEER ADVISOR June 2010 – Present

Working as an unpaid advisor at busy city centre advice bureau that provides free legal advice and assistance to the community in three areas of law: Housing, Immigration and Employment. Responsible for a number of legal, technical and administrative tasks, including giving preliminary advice to clients after reviewing often complex reports and documents.

Duties*:*

- Assisting to prepare a clients case documents.
- Attending Court or Tribunal appointments with clients.
- Undertaking legal research.
- Meeting and greeting clients.
- Recording and monitoring office expenses and raising invoices.
- Assisting mostly tenants, homeless families and low paid workers.
- Providing legal advice to decision makers regarding possible solutions.
- Advising individuals on alternative methods of dispute resolution.
- Answering the phone, filing documents and other administrative duties.

KEY SKILLS AND COMPETENCIES

- Able to interview clients and witnesses and take draft statements.
- Experience of explaining a firms fee structure to potential clients.
- Familiar with researching documents and case histories.
- Able to work in a fast paced environment & complete projects to schedule.
- Comprehensive understanding of the Solicitors' Regulation Authority regulations.
- Having enthusiasm, ambition, self-awareness and initiative.
- Preparing lengthy reports.
- Writing letters of advice.
- Initiating and conducting litigation proceedings.
- Liaising with the other professionals, counsel and Barristers.
- Able to explain legal matter clearly to non legal professionals.
- Keeping up to date with changes and developments in the law.

REFERENCES – Available on request.

Linda Harris

Translator

AREAS OF EXPERTISE

Translating legal documents

Proofreading

Interpreting

Terminology

Multi lingual

European languages

PROFESSIONAL

First Aid Certificate

NVQ in Advice & Guidance

PERSONAL SKILLS

Detail orientated

Well organised

Friendly

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled, reliable & talented translator with a proven ability to translate written documents from a source language to a target language. A quick learner who can absorb new ideas & can communicate clearly & effectively with people from all social & professional backgrounds. Well mannered, articulate & fully aware of diversity & multicultural issues. Flexible in the ability to adapt to challenges when they arise & at the same time remaining aware of professional roles & boundaries.

Would like to work as a translator for a successful and ambitious company that offers great opportunities for career development and progression.

WORK EXPERIENCE

Interpreting Company – Coventry
TRANSLATOR June 2008 - Present

Working freelance for a translation agency providing a translation and interpretation service to clients where needed. Involved converting documents and articles from one language into another and ensuring that the finished converted articles relay the intended message as clearly as possible.

Duties:

- Researching legal & technical phraseology to ensure the correct translation is used.
- Liaising with clients to discuss any unclear points.
- Providing guidance & feedback & creating customer-specific style guides.
- Translation of documents/letters from a foreign language to English & vice versa.
- Reviewing and proofreading mother-tongue text.
- Revising more junior translators' translations.
- Conducting face-to-face interpreting.
- Telephone interpreting.
- Working as a translator for Law firms, charities and local councils.
- Supporting the translation team with other projects when necessary.
- Excellent English speaking and writing skills.
- Retrieving articles from newspapers, magazines & the internet & translating them into English.

KEY SKILLS AND COMPETENCIES

- Familiar with translation software tools.
- Able to fluently speak French, German, Urdu and Spanish.
- Excellent communication and social skills.
- Able to work to tight deadlines.
- Highly skilled in Word, Excel and Microsoft Outlook.
- Willing to travel and able to work under pressure.
- Able to prioritise work.

ACADEMIC QUALIFICATIONS

BA (Hons) Translation Media & French
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Gary White

Travel agent

AREAS OF EXPERTISE

Travel industry knowledge

Luxury Long haul Specialist

Selling techniques

Product knowledge

Online reservations

Marketing

Customer service

PROFESSIONAL

French speaker

Spanish speaker

PERSONAL SKILLS

Well travelled

Excellent telephone manner

Self assured

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Courteous, excellent organisational skills and highly efficient with a unique understanding of the travel industry and the people who work in it. An experienced travel agent who is able to make the best possible travel arrangements for a clients destination, mode of transport and travel dates. Highly motivated, target driven and with exceptional multi tasking skills along with an ability to produce tailor-make itineraries for travel to short or long haul destinations.

Now looking forward to a making a significant contribution with an ambitious travel agency that offers a genuine opportunity for progression.

WORK EXPERIENCE

Travel Agency – Coventry
TRAVEL AGENT June 2008 - Present

Providing an efficient, courteous, and responsive travel booking service to holidaymakers. Creating tailor-made luxury holidays to suit clients and ensuring that all administrative terms and conditions of contracts are adhered.

Duties:

- Researching travel options & presenting the best deals in terms of requirements.
- Ensure all bookings & reservations are processed accurately.
- Responding to all phone enquiries promptly, courteously and in a friendly manner.
- Filing, photocopying and general administrative duties.
- Building strong relationships with clients.
- Ability to achieve branch, team sales and profitability objectives.
- Up selling relevant add-ons, like, insurance, excursions, currency etc.
- Monitoring bookings throughout the working day.
- Negotiating corporate and best rates with hotels.
- Advising on and organising visas & passports.
- Booking rail, hotel, domestic and international air travel.
- Monitoring competitor activity in order to maintain the most competitive rates.
- Ensuring travel brochures & promotional literature are displayed prominently.
- Complying with all relevant laws and travel business legislation.
- Handling high numbers of incoming calls from direct customers and travel trade.
- Offering holidays to a wide variety of long haul luxury destinations, including the Indian Ocean, Arabian Gulf, Egypt & Africa and Far East.

KEY SKILLS AND COMPETENCIES

- Strong travel coordination skills.
- Experience of marketing local and worldwide travel destinations.
- Able to develop relationships with suppliers to obtain cost effective prices.

ACADEMIC QUALIFICATIONS

HND in Travel & Tourism Management
Nuneaton University 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.

Gary White

Visual merchandiser

AREAS OF EXPERTISE

Product placement

Space planning

Creative

Brand marketing

Maximising sales opportunities

Cross merchandising

Fashion retail merchandising

Fixture layout

PROFESSIONAL

Spanish speaker

First aid certificate

PERSONAL SKILLS

Creative flair

Attention to detail

Goals orientated

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

Highly creative with the ability to drive brands forward through innovative visual schemes and concepts. Possessing a proven ability to make a strong impact with visual merchandising and have a flair for redesigning in-store layouts to drive sales forward. Have strong product knowledge and currently working as part of a close knit team to ensure that best & worst sellers are monitored. Continuously implementing visual guidelines to make sure that visual standards are maintained at all times.

Looking for a suitable visual merchandiser position as the next step in an already successfully career.

WORK EXPERIENCE

Fashion Retail Store – Coventry
VISUAL MERCHANDISER June 2008 - Present

Mainly responsible for the visual representation of the shop floor by maintaining high standards of visual proposition through use of new lines to continuously update and re-freshen the look of the store.

Duties:

- Organising the effective and efficient utilisation of store space.
- Working closely with the management and marketing team to increase sales.
- Recommending brand, price point and buying depth strategies.
- Working with the VM Manager & sales teams to achieve commercial goals.
- Involved in rearranging, remerchandising & replenishing new stock as it arrives.
- Analyzing sales figures and forecasting future sales volumes.
- Communicating with other retail channels on overall business plans.
- Coordinating store display in line with brand guidelines and strategy.
- Delivering weekly floor moves, window installations and mannequin styling.
- Translating catalogues & promotions into real designs on the showroom floor.
- Reporting on mark down strategies, current performance and market trends.

KEY SKILLS AND COMPETENCIES

- An ability for combining colours and styles and putting outfits together.
- An eye for interior designs and putting showroom displays together.
- Experience of space or visual planning within the retail sector.
- Achieving business objectives by delegating.
- Proven ability to make commercial decisions that make an impact.
- Excellent sense of brand empathy.
- Fully mobile with good time management skills.
- Possess graphic design skills and experience of window décor simulations and special window concepts.

ACADEMIC QUALIFICATIONS

Visual Merchandising Foundation Degree
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Volunteer

AREAS OF EXPERTISE

Community fundraising

IT skills

Sponsorship

Administration

Event organising

Supervising other volunteers

Coordinating

Outreach work

PROFESSIONAL

French speaker

German speaker

First Aid Certificate

PERSONAL SKILLS

Sympathetic attitude

Good listener

Presentable & articulate

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A well mannered, articulate and conscientious person who is able to converse in a polite and courteous manner. Having a sympathetic attitude and able to listen attentively at all times. Can contribute extensively to team work and always displaying a willing and helpful manner. Possessing excellent inter-personal and communication skills and is approachable, cheerful and friendly. Fully aware of the needs of a contemporary and diverse / multicultural society.

Now looking to make an effective contribution as a part time volunteer to a reputable charity or voluntary organisation.

WORK EXPERIENCE

Homeless and Unemployed Charity – Coventry
VOLUNTEER June 2008 - Present

Working two days a week as a unpaid volunteer for a charity that empowers individuals and ex-offenders who live in deprived communities. Providing practical help in areas such as education, job hunting, health and independent living.

Duties:

- Involved in the organising and logistical planning of charitable events.
- Establishing, maintaining and developing relationships with vulnerable people.
- Covering reception and greeting visitors.
- Occasionally working in a classroom setting helping with Skills for Life.
- Mentoring and training new volunteers.
- Contacting suppliers and potential sponsors for donations & equipment.
- Liaising with social workers and other healthcare professionals.
- Aiding with job search, producing CVs, letters, applications forms etc.
- Translating short documents from French or German to English.
- Writing correspondence i.e. requests for support, thank you letters & receipts.
- Participating in post-event evaluation and the de-brief of events.
- Working with Probation Officers, providing mentoring & motivational support.
- Completing record sheets and other administrative paperwork.
- Making friends with lonely individuals to alleviate isolation.

KEY SKILLS AND COMPETENCIES

- Determined to making a difference to individual & communities.
- Patient, approachable and non-judgemental.
- Having a mature and professional attitude towards working conditions.
- Experience of working with people from a variety of offending backgrounds.
- Confident, articulate and with excellent communication skills.
- Good working knowledge of Microsoft Office software.
- Knowledge of nutritional, food, security, water & sanitation, & basic health issues.

ACADEMIC QUALIFICATIONS

BA (Hons) Social Work
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Linda Smith

Waitress

AREAS OF EXPERTISE

Preparing food & drinks

Cocktails

Hospitality

Up selling techniques for wine & meals

Waiting on tables

Taking customer orders

Customer service

PROFESSIONAL

Silver service

French speaker

German speaker

PERSONAL SKILLS

Team player

Guest focused

High standard of personal hygiene.

PERSONAL DETAILS

Linda Smith
34 Anywhere Road
Coventry
CV66 7RF

T: 02476 888 5544
M: 0887 222 9999
E: linda.s@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A polite, well spoken and hard working waitress with experience of working in a busy restaurant environment looking after the needs of patrons. Attentively at all times with a willing and helpful manner that is required to answer phone calls, taking reservations and prepare bills. Always approachable, cheerful and possessing good observation skills as well as the ability to work alone or as part of a team.

Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience & develop my abilities.

WORK EXPERIENCE

Hotel Restaurant – Coventry
WAITRESS June 2008 - Present

Responsible for looking after guests and attending to their needs during their visit. Welcoming them to the restaurant, escorting them to their table and also informing them of any special offers or meals.

Duties:

- Providing a warm welcome for customers.
- Receive food & drink orders & serve customer requests to the standards required.
- Serving dishes to customers at tables.
- Learning the names of & building relationships with regular customers.
- Ensure timely delivery of all food & beverage items to customers.
- Understand menu content and keeping up to date with any menu changes.
- Making recommendations from the menu if requested.
- Answer guest queries in a polite and helpful manner.
- Clearing cutlery and dishes away from tables.
- Passing food orders through to the kitchen staff promptly.
- Ensuring all hotel corridors are kept clear from rubbish, glassware and crockery.
- Full product knowledge of all menu items and hotel facilities and services.
- Check on customers asking if they are enjoying their meals and service.
- Ensuring the food service area is left clean and tidy once all the guests have left.
- Relaying, preparing and setting tables for the next guests.
- Looking after guests with special needs i.e. dietary requirements, allergies, mobility etc.

KEY SKILLS AND COMPETENCIES

- Familiar with all cash handling & Credit card payment procedures.
- The motivation to learn new knowledge and skills.
- Good Housekeeping duties.
- Have a full knowledge of all food & beverage policies and procedures.

ACADEMIC QUALIFICATIONS

Diploma in Hospitality
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2000 - 2006

REFERENCES – Available on request.

Linda Harris

Warehouse manager

AREAS OF EXPERTISE

Warehouse management

Distribution

Warehouse administration

Sock control

Performance management

Health & safety

Supply chain process

Operational efficiencies

Staff recruitment

PROFESSIONAL

NVQ in Warehousing & Storage

First Aid Certificate

PERSONAL SKILLS

Planning

Ability to motivate a team

Problem solving

PERSONAL DETAILS

Linda Harris
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: linda.h@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An enthusiastic warehouse manager with drive, determination and a proven ability to oversee the efficient receipt, storage and dispatch of a wide range of goods. Having the necessary management skills required to administer, improve and develop a warehouse to achieve maximum efficiency, effectiveness and quality of service. A hardworking, pro-active individual with an upbeat positive attitude, who also has extensive knowledge of working practices, recruitment, pay, conditions of employment and diversity issues.

Currently looking for a management position that offers variety and the opportunity to develop both personally and professionally.

WORK EXPERIENCE

Cash & Carry – Coventry
WAREHOUSE MANAGER June 2008 - Present

Responsible for planning out all warehouse resources & activities in relation to companies objectives & targets. Also keeping track of stock using computer systems, allocating space for storing goods & organizing special requirements for stock.

Duties:

- Managing all processes and functions within a busy warehouse.
- Managing a team of up to 35 employees within the warehouse.
- Coordinating racking and storing.
- Maintaining high standards of materials handling.
- Responsible for the warehouse security and accountability.
- Ensuring stock levels are managed and controlled effectively.
- Ensuring compliance with all Health and Safety regulations.
- Using automated computer systems to monitor stock control.
- Implementing new projects.
- Producing incident and performance reports for senior managers.
- Making sure that all freight receipts and deliveries are carried out in time.
- Scheduling work & rotas to meet fluctuations in staffing levels & workloads.
- Leading, motivating, training and developing staff.
- Visiting clients to monitor the quality of service they are receiving.
- Updating & maintaining computerised & paper based administrative records.
- Responsible for the disciplinary & grievance procedures.
- Working with team leaders to review procedures & maximise customer satisfaction.

KEY SKILLS AND COMPETENCIES

- Having an eye for detail, stamina and a thorough approach to work duties.
- Excellent organisation and troubleshooting skills.
- Experience of dealing with short shelf life food products.

ACADEMIC QUALIFICATIONS

BSc (Hons) Logistics
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry North School 2000 - 2005

REFERENCES – Available on request.

Gary White

Web designer

AREAS OF EXPERTISE

HTML

E-commerce

Graphic design

Commercial awareness

Photoshop

Fixing errors & bugs

Search Engine Optimisation

Illustrator

PROFESSIONAL

Diploma and Advanced Diploma for Software Developers (City & Guilds)

PERSONAL SKILLS

Creativity

Attention to detail

Open minded

PERSONAL DETAILS

Gary White
34 Anywhere Road
Coventry
CV6 7RF

T: 02476 888 5544
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A bright, talented, ambitious and self-motivated web designer with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Able to play a key role throughout a sites development to ensure maximum accessibility, customer experience and usability. A good team player who thrives on creating engaging creative solutions, is deadline orientated and has the ability to produce detailed technical specifications from client requirements.

A quick learner who can absorb new ideas and can communicate clearly and effectively. Currently looking for a opportunity to join a dynamic, ambitious, growing company and forge a career as a first class website designer.

WORK EXPERIENCE

Website Design Company – Coventry
WEB DESIGNER June 2008 - Present

Working in a fast paced, dynamic environment and being responsible for determining all necessary coding requirements for a sites creation including forms, e-commerce capability and specialized scripts.

Duties:

- Ongoing design and maintenance of new and existing websites.
- Liaising closely with a customer or client at the design stage.
- Designing landing pages and also email addresses.
- Promotion of websites both organically and using Google Adwords.
- Interacting with designers, programmers and clients.
- Creating content that converts visitors to purchasers.
- Enhancing the look, functionality and appearance of a website.
- Fixing problems encountered in the functioning of the website.
- Designing websites that are easy and effective to use.
- Designing web campaigns for online initiatives, editorials, emails & banners.
- Building affiliate white-labels websites, promotional banners & creative material.
- Testing websites for functionality in different browsers & at different resolutions.

KEY SKILLS AND COMPETENCIES

- PC and Mac literate.
- Experience of XHTML, CSS, JavaScript, Flash and ActionScript, Visual Basic.
- Proven experience in design websites for the online environment.
- Proven track record in front end design and development using CSS and HTML.
- Technical Skills: AS3, PHP, MySQL, Adobe design products and Dreamweaver.
- Experience of managing multiple projects to tight deadlines.
- Have a track record of high-quality web application interfaces and design implementations.

ACADEMIC QUALIFICATIONS

BA (Hons) Web Design
Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central College 2003 - 2005

REFERENCES – Available on request.

Gary White

Welder

AREAS OF EXPERTISE

Welding techniques

Arc and plasma cutting

Health & safety

Spot welding

Aluminium Mig Welding

Heat bending

Arc welding

Fillet Welding up to 6mm

PROFESSIONAL

First Aid Certificate

PERSONAL SKILLS

Attention to detail

Focused

Practical

PERSONAL DETAILS

Gary White
34 Made Up Road
Coventry
CV66 7RF

T: 02476 000 0000
M: 0887 222 9999
E: gary.w@dayjob.co.uk

DOB: 12/09/1985
Driving license: Yes
Nationality: British

PERSONAL SUMMARY

A multi-skilled, talented and confident welder with a practical background of successfully welding & fabricating stainless steel and various other metal components. Possessing extensive knowledge of specialist welding machines and tools, including their designs, uses, repair, and maintenance. Having an excellent safety track record when working on a job. An excellent communicator, who can relate well with people at all levels and has the flexibility of working well as part of a team and also individually.

Now looking for a suitable vacancy with a ambitious and reputable employer.

WORK EXPERIENCE

Manufacturing Company – Coventry
WELDER June 2008 - Present

Working on a variety of projects, using hand-welding and also flame-cutting equipment to cut or weld metal components or pipes. Also involved in performing routine servicing and repairs on specialist welding equipment.

Duties:

- Constructing and repairing various metal parts by welding them together.
- Occasionally welding beams in bridges, buildings and other structures.
- Installing equipment & pipes such as lead pipes, valves, floors, and tank linings.
- Welding components in flat, vertical also overhead positions.
- Accurately examining and measuring work pieces for defects etc.
- Cutting large metal objects into pieces to be discarded.
- Measuring work pieces with straightedges to ensure correct specifications.
- Preheating pipes and work pieces, using hand torch or heating furnace.
- Notifying managers of any defective or faulty equipment or material.
- Constantly monitoring the fitting, burning, and welding processes.
- Removing rough spots or loose metal from work pieces.
- Fusing metal segments, using processes such as gas tungsten arc, gas metal arc, and flux-cored arc.

KEY SKILLS AND COMPETENCIES

- Experience of working in home construction, manufacturing & shipbuilding.
- Safety conscious & able to ensure a safe working environment to work in.
- Able to work at heights on scaffolds etc.
- Experience in HPHW systems installation and fabrication.
- Able to work from technical drawings.
- Experience in Mig, MMA and Tig welding.
- Experience of hand and power tools i.e. shielded metal arc and gas metal arc welding equipment.

ACADEMIC QUALIFICATIONS

HNC in Fabrication and Welding
Nuneaton North College 2006 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)
Coventry Central School 2000 - 2006

REFERENCES – Available on request.